



## DEPARTMENT OF GENERAL SERVICES

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**Gwendolyn Sims Davis, Commissioner**

**Thomas W. Chester, Deputy Commissioner**

The Department of General Services is a staff agency providing a broad range of support services to other departments and agencies of state government. Services include the procurement of equipment and materials, building management, motor vehicle and equipment management, surplus property utilization, printing and photographic services, postal services, food services, records management and warehouse administration.

It is essential to the successful operation of state government to have a centralized department economically providing needed services and equipment to other state agencies in a manner consistent with statutory guidelines and requirements. This approach represents significant savings by eliminating the duplication of services and staffing required for agencies to work independently.

### History

The Department of General Services was created by the General Assembly in 1972. With the department's creation, many of the general support functions of state government came under the administrative control of a single department. Prior to the establishment of the Department of General Services, there was a separate Department of Standards and Purchasing to handle the procurement functions, with the majority of the other services being provided by the Department of Finance and Administration.

The Department of General Services is presently made up of two main groups: the Commissioner's Executive Administrative Office, which provides direction for the overall operation and Support Services.

### Commissioner's Executive Administrative Office

**Internal Audit** is an independent appraisal function established within the department to examine and evaluate departmental activities, to make recommendations for improvements to internal controls, and to act as the liaison between the department and the Comptroller of the Treasury's office on audit matters.

**Legal Services** is responsible for providing legal advice to the department. This office represents the department in vendor protests, reviews contracts and licensing agreements, writes rules and regulations, represents the department before the Civil Service Commission, handles the collection of claims for damage to state personal property, and acts as the liaison with the Attorney General.

**Office of Financial Management** maintains a system of accounts for all financial transactions of the department and an inventory system accounting for all state personal property.

**Human Resources** provides personnel management advisory and technical service to the Commissioner's office and all divisions, employees and applicants of the department. This office administers and manages the state's personnel policies and procedures within General Services.

**Office of Learning and Business Process Development** provides organizational development support, resources and guidance to departmental leadership and staff through a collaborative process.

**Office Information Technology Services** provides information technology support and guidance for all the Departmental computer users and DGS program applications with the support of Office of Information Resources (OIR)

**The Governor's Office of Diversity Business Enterprise** coordinates the state's efforts to facilitate greater participation by minority-owned, woman-owned, and small businesses in the state's procurement and contracting opportunities. The office works closely with the five major procurement entities—the Departments of Economic and Community Development, Finance and Administration, General Services, and Transportation, as well as the State Building Commission—to ensure an optimal level of participation by diversity businesses in state contracting.

## Support Services

**Warehouse Administration** is a consolidated warehousing management service supplying state departments and agencies with products purchased in bulk from state contracts at discount prices and making them available through a statewide network. The Division also provides warehousing management support through on-site visits and consultation to state departments and agencies to review warehousing operations for optimum performance.

**Comprehensive Food Services Program (Cook-Chill)** is a Cook/Chill production and distribution center that provides for the purchasing, preparation, storing and transport of all food products requested by State user agencies. Currently the program provides this service to the departments of Correction, Children's Services, Mental Health and Developmental Disabilities, as well as to special education facilities. The Comprehensive Food Services Program prepares and delivers over 21 million meals annually to 31 locations. Training is also provided when requested.

**Motor Vehicle Management** manages the use of state-owned vehicles, motorized equipment and equipment attachments utilized by state departments, offices and agencies, and establishes rules and regulations applicable to these vehicles and motorized equipment, ensuring that they are driven and maintained properly.

**Postal Services** is the official liaison for state government to the United States Postal Service. The division operates a contract branch of the U.S. Postal Service, delivers incoming U.S. mail and state messenger mail, provides high-speed inserting services, and processes outgoing U.S. mail by applying the necessary postage, presorting by zip code and printing a delivery point bar code.

**Printing** provides a wide variety of printing, graphics and Web page design, and photographic services for all branches of state government. Typesetting, design, printing, copying/duplicating, folding, and binding services are available on forms, brochures, books, envelopes, certificates, letterhead stationery and other office products. Photographic services include pictures for commercial and industrial use as well as photojournalism. Both studio and on-location services are available.

**Property Services Management** administers comprehensive policies and procedures for the management of the Tennessee Residence, state-owned buildings and leased facilities that are funded through the Facility Revolving Fund. By utilizing various proactive and responsive facility management programs such as project administration, procurement and inspection management, complex staffing, and security initiatives, PSM ensures that all of its buildings' various systems are fully operable and optimum potential is reached. This provides all tenants with the ability to utilize the facilities for their designated purpose. This includes operations management, maintenance, security, janitorial services, landscaping and lawn care, and fire and life safety programs for unique purpose and high-rise office facilities.

**Property Utilization** operates surplus property programs for both state and federal property. The surplus programs screen and pick up surplus property for redistribution to other state agencies and eligible donees throughout the state. This produces revenue for the state of Tennessee and assists local governments with their property needs. Other items are disposed of via the Internet, public auctions or sealed bid sales.

**Purchasing** is responsible for the centralized procurement of goods and services for use by operating state agencies and departments. It contracts for the purchase and lease of all materials, supplies, equipment and utilities for the state of Tennessee, and reports the state's purchases from small and minority-owned businesses.

**Records Management** provides services in the areas of records retention, micrographics, forms and publications management, and training workshops. It operates the State Records Center, an off-site facility for the storage, retrieval, and disposal of inactive records.

## Related Boards and Commissions

**Board of Standards** — The board examines and approves rules and regulations relating to public purchases and state surplus property and considers questions arising from application of these rules.

**Information Systems Council** — The council reviews information systems requirements and sets policy concerning data-processing services.

**Public Records Commission** — This commission reviews and approves the disposition of state records and sets policy concerning the creation, utilization, maintenance, retention, preservation and disposal of records.

**State Capitol Commission** — The commission develops a plan and establishes policies for the restoration, preservation and maintenance of the State Capitol building and grounds; it also controls nongovernmental use.

**Employee Suggestion Award Board** — The board provides cash and honorary awards to current and retired state employees whose adopted suggestions result in substantial savings or improvement in state operations.

**Commissioner Gwendolyn Sims Davis**

Tennessee Department of General Services



**Gwendolyn Sims Davis** was appointed head of the Tennessee Department of General Services by Governor Phil Bredesen on January 18, 2003. Prior to joining state government, Commissioner Sims Davis served as president and chief consultant for Sims Associates, a Nashville-based consulting firm specializing in human resources management, government compliance and diversity business enterprise programs. Before that, she managed diversity programs, human resources and contract compliance for top construction firms and government contractors. Commissioner Sims Davis' professional affiliations have included the Nashville Chamber of Commerce "Partners in Progress," Leadership Nashville, National Society of Human Resources Management, and the American Contract Compliance Association. Commissioner Sims Davis has served on the board of trustees of the Metropolitan Nashville Hospital Authority and the board of directors of the YWCA. She currently serves as a member of the Nashville Rotary

Club, Tennessee Economic Council on Women, National Spasmodic Dysphonia Association and the board of directors for "ACE," an architect, construction and engineering mentoring program for high school juniors and seniors. Commissioner Sims Davis received the "Women Who Mean Business" Award in 1992 in Dallas, Texas. She attended Miles College in Fairfield, Ala., a historically black private liberal arts institution of the CME Church College founded in 1905. Commissioner Sims Davis is the mother of twin daughters, Yavonne and Keshond, and son, Christopher.

