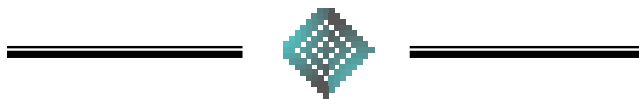


State of South Dakota

REFERENCE GUIDE

For Using

**BUREAU OF ADMINISTRATION
SERVICES**



Prepared by South Dakota Bureau of Administration
Updated April 2011

TABLE OF CONTENTS

PURPOSE.....	3
OVERVIEW OF THE BUREAU OF ADMINISTRATION	4
BUREAU OF ADMINISTRATION CONTACT LIST	5
OFFICE OF CENTRAL SERVICES	
Buildings and Grounds.....	6
Central Duplicating.....	9
Central Mail Services	11
Central Supply	13
Federal Surplus Property	15
Property Management	17
Procurement Management.....	19
Records Management.....	21
FLEET AND TRAVEL MANAGEMENT	22
OFFICE OF HEARING EXAMINERS	24
OFFICE OF THE STATE ENGINEER.....	25
ENERGY MANAGEMENT	27
RECORDS MANAGEMENT	28
RISK MANAGEMENT	30
BUREAU OF ADMINISTRATION SERVICES INDEX.....	32

PURPOSE

The purpose of this Reference Guide is to provide general information about the administrative and support services available from the Bureau of Administration.

The BOA Commissioner's Office is located at 320 N. Nicollet, Pierre, South Dakota 57501. Mailing address: PMB 01211, Bureau of Administration, c/o 500 East Capitol Avenue, Pierre, SD 57501-5070. Other offices under the Bureau are located in various buildings throughout the Pierre Capitol Complex, with the exception of Federal Surplus Property which is located in Huron, SD.

More detailed information about the Bureau of Administration may be obtained by calling (605) 773-3688.

Paul Kinsman, Commissioner
Bureau of Administration

OVERVIEW OF THE BUREAU OF ADMINISTRATION

The primary mission of the Bureau of Administration is to provide administrative and support services to state government agencies, institutions and various political subdivisions.

Administrative support services available through the Office of Central Services include purchasing, central duplicating, central post office, building and grounds maintenance/construction projects, central supply, space management, and surplus property (state and federal).

**BUREAU OF ADMINISTRATION
CONTACT LIST**

BUREAU OF ADMINISTRATION

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SPACE MANAGEMENT

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CENTRAL SERVICES

BUILDINGS AND GROUNDS

GENERAL OVERVIEW:

Buildings and Grounds is responsible for the maintenance of the Capitol Complex buildings and grounds, as well as the remodeling and renovation of existing buildings. Major construction and remodeling projects in the Complex that are performed by private contractors are also managed by Buildings and Grounds. This effort is performed in cooperation with the State Engineer's Office.

Buildings and Grounds consists of five separate sections: Administration/Building Engineer, Custodial, Grounds, Trades, and Security. Administration/Building Engineer and Custodial are located in the lower level of the Capitol building; phone: 773-3344. Grounds is located at 310 Governors Drive, Trades are located in the lower level of the National Guard Museum, and Security is located on the first floor of the Capitol building. Buildings and Grounds provides complete building services for the Capitol Complex.

SERVICES AVAILABLE AT BUILDINGS AND GROUNDS:

- Administration/Building Engineer: Administration performs various duties associated with the management and office support functions for all Buildings and Grounds activities. This includes personnel management, assignment of work activities, work order management, invoice processing, material purchasing, and other general support functions. The Building Engineer provides: operation and maintenance of the central energy management system, digital building controls, supervision of electrical department, technical support and a variety of system design and engineering functions.

Drafting: Drafting provides project plans and specifications for remodeling, renovation, and construction projects performed by Buildings and Grounds. Drafting also provides regular project inspections when work is performed by outside contractors. This section is also responsible for maintaining a complete project archive including all plans and specifications, building plans and related documents.

- Custodial: Custodial services include waste removal, restroom cleaning, high and low dusting, dusting and cleaning of furniture in public areas, floor maintenance, carpet restoration including shampooing, damp mopping, wall washing, cleaning and polishing metal surfaces, cleaning of interior and exterior glass, replacement of burned out light bulbs and pest control.
- Grounds: The Grounds crew maintains the lawns, flower gardens, trees and shrubs on the Complex. They also provide snow removal in the winter months. Tuesdays,

Grounds provides transportation of surplus property for Property Management. Requests for surplus removal/paper work are made through Property Management. Wednesdays, Grounds provides transportation for agency records to and from Records Management. Requests for records/paper work are made through Records Management. The Grounds crew also assists with agency moves.

- Capitol Protective Services: Security services are provided 24 hours a day, 365 days a year. The Protective Services staff performs law enforcement and security work by enforcing state and local laws and regulations for the safety and security of the Capitol Complex, personnel and facilities. This program is now under the day-to-day supervision of the State Highway Patrol.

1. Trades:

Carpentry: This involves carpentry work related to remodeling and construction projects actually being done by Buildings and Grounds. This area includes installing cabinets and shelving, hanging doors, and installing trim and related work. This section is not in the business of building furniture. The carpentry work performed by this section is normally related to items that are a permanent part of the facility.

Carpentry does provide painting, but this area is limited to repainting as needed or new painting included as part of a remodeling or construction project being performed by Buildings and Grounds.

Carpentry also provides locksmith and signage services. Work in this area includes maintenance and repair of existing locks, installation of new locks and related hardware when required, and making keys as needed. Plastic laminated signs may be requested for interior use. All signs must have appropriate approval.

Heating, Ventilation, and Air Conditioning (HVAC): Work performed by Buildings and Grounds staff in this area is normally related to maintenance and repair of existing systems. Installation and modification work in this area is performed when required with a remodeling or construction project performed by Buildings and Grounds. HVAC responds to requests related to elevators, sound systems, House voting machine, temperature control problems, pneumatic building controls, and heating, ventilation and air conditioning systems. Supervision of outside contractors is also provided.

Plumbing and Heating: Work performed by Buildings and Grounds staff in this area is normally related to maintenance and repair of existing systems. Installation and modification work in this area is performed when required with a remodeling or construction project being performed by Buildings and Grounds. Plumbing and Heating responds to building temperature control problems related to the central Boiler Plant and central heating systems. Supervision of outside contractors is also provided.

Electrical: Work performed by Buildings and Grounds staff in this area is normally related to maintenance and repair of existing systems. Installation and modification work in this area is performed when required with remodeling or construction projects. The electrical department responds to requests related to lighting, electrical systems, electrical wiring and equipment, fire alarm and related building systems, city power outages, and building automation controls. Supervision of outside contractors is also provided.

Systems Furniture: Work performed by Buildings and Grounds staff in this area is normally related to maintenance, repair, and installation of systems furniture. Surplus systems furniture is stored in a warehouse and the inventory is checked whenever an agency submits a request for a remodeling prior to purchasing new systems furniture. A computer-based furniture inventory system is maintained.

USE OF BUILDINGS AND GROUNDS SERVICES

It is the responsibility of the Director of Buildings and Grounds to insure that the Capitol Complex buildings and grounds are kept safe, clean, and operational. Please contact Buildings and Grounds at 773-3344 regarding all problems or potential problems that relate to the Capitol Complex buildings and grounds. Although you are encouraged to call whenever you have questions or comments, special services require the completion of a Buildings and Grounds Work Order Request or an e-mail.

WHAT DO BUILDINGS AND GROUNDS SERVICES COST?

Ordinarily there are no additional costs associated with maintenance services, but there are occasions when an agency will be charged for materials only on a special project. Agencies will be billed via non-cash voucher.

CENTRAL DUPLICATING

GENERAL OVERVIEW:

Central Duplicating provides copying, duplicating and pre-press services.

SERVICES AVAILABLE AT CENTRAL DUPLICATING:

The main facility is located at 1320 E. Sioux Avenue in Pierre, telephone (605) 773-3614. The services provided by Central Duplicating are available to state agencies.

USE OF CENTRAL DUPLICATING SERVICES:

To make use of Central Duplicating's services, state agencies need only submit a Central Duplicating job ticket on-line with an attachment of what they need duplicated or typeset. A copy of the job ticket can also be attached to an original and be delivered by inter-office mail.

The following services are available:

- Pre-press. Any work which has to be done to get a project ready for printing is categorized as a pre-press function; specifically, graphic design of brochures, forms, cards, business cards, posters and programs. Pre-press is capable of scanning colored photos, black and white photos, and line art work, which can be added to a document. Pre-press can also create Power Point presentations for workshops and conferences, write to a CD (compact disc) for clients that would like to store art work and computer documents, and create photo-mechanical transfers (PMT) and negatives. There are two basic ways of accommodating graphic design:

Direct Entry. If an agency does not have access to computer equipment, lacks the time needed for keyboarding the text, or has special design/typesetting needs, they may request entry (keyboarding) by the graphic design staff at Central Duplicating. Jobs of this nature are typed and designed on the computer. Proofs are produced for agency approval.

Word Processing Entry. Typesetting jobs coming to Central Duplicating via computer disk or e-mail contain keyed text and, therefore, need no text-entry work by our design staff. Central Duplicating will access the information and translate it to the format requested by the agency. This method costs less than the direct-entry method since no text entry is required. A proof is provided to the agency, with the final product being a camera-ready copy.

- Press Section. The pressroom staff at Central Duplicating runs copies on the duplicators or via metal plate production, depending on the quantity to be printed and the requirements specified by the respective agency on their job ticket. The presses print NCR forms, envelopes, brochures, and business cards. Colored inks and perforation are two options that can be requested.

When state agencies submit a job ticket on-line with an attachment, the original is sent directly to the duplicators for printing. This provides a higher copy quality. Those copies that are sent via interoffice mail are scanned and then sent to the duplicators for printing. We also have three new duplicators that are capable of doing saddle-stitching, folding, 3-hole punching, comb punching, coil punching, and cover insertion.

- Variable Data Printing. This is a new service which is done on the Large Duplicators, enabling Central Duplicating to apply variable data, such as mailing addresses, directly to your documents as each copy is printed. This feature allows Central Duplicating to print address labels, or names with zip codes from the computer file that an office networks to Central Duplicating. The data can be applied to newsletters, brochures, multi-up licenses and flyers for direct mailing.
- Bindery. Printed material requiring binding, stapling, folding, drilling, or cutting is processed by the bindery staff. Comb and coil binding (for easy-open books), and velo binding (for flat binding of books) both use plastic binding materials which require pre-punching before binding. Thermo-binding is an on-line function in which printed books are bound as they are printed using hot-melt glue and black cloth binding edges. Drilling (punching holes in book blocks for 3-ring or other size binders) is done on an electro-hydraulic paper drill which is capable of drilling a variety of hole sizes with variable hole-spacing configurations. Cutting of book blocks is done on an electro-hydraulic guillotine.
- Copiers. Convenience copiers are placed by Central Duplicating in Pierre where the need exists for an on-site office copier. These machines are smaller than Central Duplicating's main production duplicators, and are designed for short-run copying work. Large jobs should be done on the higher speed duplicators at Central Duplicating where the cost per copy is less than on convenience copiers. High speed duplicators with collating, reduction, and on-line finishing capabilities have been installed in a Quick Copy Center located in the basement of the Capitol Building.

WHAT DO CENTRAL DUPLICATING SERVICES COST?

Prices for typesetting, duplicating, and binding are based on time and materials. Please contact Central Duplicating at (605) 773-3614 when estimates are needed.

CENTRAL MAIL SERVICES

GENERAL OVERVIEW:

Central Mail Services process all classes of incoming, interoffice, and outgoing mail for state agencies and departments and provides for the delivery and pick up of supplies and printing in the Capitol Complex area. Central Mail Services is located at 1320 E. Sioux Avenue. They can be reached at 773-3441.

SERVICES AVAILABLE AT CENTRAL MAIL SERVICES:

- Mail is sorted and delivered to designated mail receptacles by 8 a.m. for agencies to pick up.
- Supplies are picked up and delivered twice a day to designated mail rooms or departments.
- Central Duplicating orders are picked up and delivered to mail rooms or departments a minimum of two (2) or a maximum of five (5) times a day.
- Interoffice mail is picked up and delivered to mail rooms or departments a minimum of two or a maximum of six (6) times a day.
- Outgoing mail is processed at the lowest applicable postage rate and in accordance with U. S. Postal reclassification requirements.
- All qualifying mail is bar coded to receive faster mail service at the lowest possible cost.
- Agencies may use the paper folder at 1320 E. Sioux Avenue.
- The mail processing service listed below is available to agencies, but requires prior scheduling with Central Mail:
 - a) Automatic inserting of eight (8) pages of paper into a standard business envelope at the rate of 4,000 to 7,000 pieces an hour.
- Stamps for agencies usage in the Pierre area are available.
- All expedited (Federal Express, United Parcel Service, Federal Express Ground, Spee-Dee or U. S. Postal Service) is processed and billed through Central Mail Services.

USE OF CENTRAL MAIL SERVICES SERVICES:

Scheduling for inserting mail into envelopes is required.

Please telephone 3441 if you have large mailings ready so we can provide an additional pick up or delivery if needed.

WHAT DO CENTRAL MAIL SERVICES SERVICES COST?

Central Mail charges \$.083 per applied postage for each mail piece. No additional fees are attached for the delivery, pick up, bar coding, presorting, inserting, or addressing of mail pieces.

CENTRAL SUPPLY SERVICES

GENERAL OVERVIEW:

Central Supply Services is located in the Central Services Building, 1320 E. Sioux Avenue, Pierre, SD 57501, phone: 773-3223; fax: 773-3837. The services provided by Central Supply are available to all State agencies unless otherwise specified.

SERVICES AVAILABLE AT CENTRAL SUPPLY SERVICES

The following major services are available:

- General Office Supplies. Central Supply Services maintains a cataloged inventory of general office supplies that can be purchased by State agencies. Orders can be picked up directly by the user agency, ordered by mail, or faxed and shipped to the user agency.
- Package distribution center. This service allows State agencies to bring packages unsuitable for USPS mailing to Central Supply for subsequent shipment. Depending on where these packages are to be sent, Central Supply will use either United Parcel Service or Spee-Dee Delivery Service. UPS or Spee-Dee charges are paid by Central Supply initially and user agencies are then billed for the actual charges. This service is available to Capitol Complex users.
- Limited storage space. Central Supply will provide either short-term or long-term storage for the State agencies lacking sufficient storage space of their own. The space provided is climate controlled and is designed for users who need access to their storage on a daily basis. This service is available only to Capitol Complex users.
- U.S. Flags, State Flags and State Telephone Directories. Central Supply maintains an inventory of U.S. flags, State flags and State telephone directories that can be purchased by State agencies or the general public. Orders must be paid in advance and can be picked up directly by the customer, ordered by mail, or faxed and shipped to the customer.

USE OF CENTRAL SUPPLY SERVICES

A catalog of items is available on the BOA/Central Supply website and their cost is provided for user agencies to assist them in ordering supplies. This catalog is usually updated twice a year. For further information or for answers to specific questions concerning services available from Central Supply, phone: 773-3223. To order supplies, an agency must submit a "Supply Order Form" (Form 7585-000-702).

WHAT DO CENTRAL SUPPLY SERVICES COST?

- General office supplies. Central Supply charges a 10% overhead fee in addition to the cost of the item plus any applicable shipping charges for delivery of supplies to user agencies. Local delivery in the Capitol Complex is provided through the inter-office mail system.
- Package distribution center. User agencies utilizing this service are billed for the actual Spee-Dee/UPS charges only. There is no additional charge or overhead charge for this service.
- Limited storage space. Users are charged for the actual storage space used and the length of time that storage space is occupied. Billings for storage are sent to user agencies on a quarterly basis.
- US Flags, State Flags and State Telephone Directories. Customers are charged for the cost of the flags or directories plus any shipping charges. Instate orders are subject to 6% sales tax.

FEDERAL SURPLUS PROPERTY

GENERAL OVERVIEW:

Federal Property's administrative office is located at 20 Colorado SW, Huron, SD, 57350, (605) 353-7150. This agency operates two distribution centers – one at Huron and one on the west edge of Box Elder, SD, (605) 923-4884. Each center has a toll free number: Huron = 1-800-438-8302 and Box Elder = 1-800-847-7584. The fax numbers are: Huron (605) 353-7164 and Box Elder (605) 923-3990. E-mail addresses are: BOA-SDFPAHuron@state.sd.us for Huron or BoxElder@state.sd.us for Box Elder. Both centers are open from 8 a.m. – 5 p.m. local time on Monday through Friday. Both remain open through the noon hour for customer convenience. Please check our website (<http://www.state.sd.us/boa/FSP/bulletin>) for our current listing of items, or our homepage at <http://www.state.sd.us/boa/fsp.htm>.

SERVICES AVAILABLE AT SOUTH DAKOTA FEDERAL PROPERTY:

The South Dakota Federal Property Agency (SDFPA) makes federal surplus property available to state agencies, counties, cities, and other eligible groups. Available items span a very wide range of products: bulldozers, toilet paper, pickups, furniture, metal lathes, paper products, hand tools and nearly everything in between. Late model vehicles are also available. The agency also accepts requests for items needed that may not be available from inventory at a given time. SDFPA exists to make these items available to eligible groups at a much lower cost than buying the item on the open market.

SDFPA searches aggressively to obtain and make available all types of items needed by eligible organizations. This agency may be of particular help in obtaining large, extremely high cost items that eligibles may not be able to afford purchasing on the open market. Usually, such items can be obtained by special request as long as some detailed information about the item needed is provided.

USE OF SOUTH DAKOTA FEDERAL PROPERTY AGENCY SERVICES:

All state and local government agencies and their subdivisions, as well as certain non-profit organizations, are eligible for these services upon completion of the required application forms. As soon as an organization has submitted its eligibility application and been approved, federal surplus property may be obtained from either of the distribution centers. An authorized representative from an eligible organization may inspect and select the items needed. When frequent visits to the warehouses are not possible, eligible groups are encouraged to call (toll free) about necessary items. A monthly bulletin listing some of the items available on a first-come, first-served basis is distributed to all eligible groups. The bulletin – including pictures of numerous items – is

available on the Internet at the Bureau of Administration website: <http://www.state.sd.us/boa/FSP/bulletin>. Eligible organizations can place desired items on hold for up to two weeks to permit time to inspect the items at the warehouse before a final decision is made.

WHAT DO SOUTH DAKOTA FEDERAL PROPERTY AGENCY SERVICES COST?

SDFPA assigns a nominal “service and handling charge” to all items. This charge averages about 11-12% of the item’s cost on the open market. This is the only cost to the recipient other than transporting the items from the warehouse to the user’s location. Since the Agency is totally self-funded, revenue generated from these charges is used to pay all operating expenses and continue its operation.

PROPERTY MANAGEMENT

GENERAL OVERVIEW:

Property Management is located in the Central Services Building, 1320 E. Sioux Avenue, Pierre, S.D. 57501, phone: 773-4935; fax: 773-3837. The services provided by Property Management are available to all State agencies.

SERVICES AVAILABLE AT PROPERTY MANAGEMENT

- Central Inventory. Property Management maintains a centralized inventory of fixed assets (\$5,000 and over) for all State agencies.
- State Surplus Property. Property Management advises State agencies on disposal of surplus equipment; provides surplus equipment and office furniture to requesting user agencies; appraises surplus vehicles and equipment and arranges for and conducts all public auctions for sale of surplus items that have not been transferred to agencies; provides surplus vehicles and equipment via the Surplus Property website for sale at appraised prices to local governmental municipalities; determines the eligibility of organizations to receive State surplus property; and, is responsible for determining the disposition of all State surplus equipment.
- Limited Storage Space. Property Management provides either short-term or long-term cold storage space for state agencies lacking sufficient storage space of their own. Storage space is limited to space available. This service is available only to Capitol Complex area users.
- Legal Publications. Property Management distributes legal publications such as SDCL, supplements, Administrative Rules, and Legislative Manuals to all State agencies and the general public.

USE OF PROPERTY MANAGEMENT SERVICES

Each state agency has an individual designated as its Property Management Officer. This individual is responsible for reporting property as surplus, obtaining surplus property and maintaining the fixed asset inventory for the agency. To utilize these services, contact the Property Management Officer assigned to your department. For further information or specific questions, call 773-4935.

WHAT DO PROPERTY MANAGEMENT SERVICES COST?

- Central Inventory. Property Management's fee for the use of the inventory system is based on an assessment applied to certain supply and asset purchases by

departments. The current charge is .0030% or \$.30 per \$100 assessed. Agencies are billed on a quarterly basis.

- State Surplus Property. When state surplus property is sold, reimbursement from the proceeds of the sale is made to eligible agencies, less the prorated sale expense. Eligible agencies are defined as constitutional offices and agencies acquiring property by dedicated or revolving funds. The prorated sales expense is the only charge for Property Management services.
- Limited Storage Space. Users are charged for the actual storage space used and the length of time that the storage space is occupied. Billings for storage are sent to user agencies on a quarterly basis.
- Legal publications. The Legislative Research Council determines the cost of all legal publications. These costs vary from year to year.

OFFICE OF PROCUREMENT MANAGEMENT

GENERAL OVERVIEW:

Procurement Management is charged by law with the responsibility of purchasing, leasing, or otherwise obtaining for all state agencies and institutions all of the goods needed by them. The Office of Procurement Management is located on the third floor of the Foss Building, (605) 773-3405. The services of Procurement Management are available to all state agencies and institutions and can also be utilized by local government units through a joint powers agreement.

SERVICES AVAILABLE FROM PROCUREMENT MANAGEMENT:

Thousands of items are competitively bid and placed on annual contracts for use by state agencies. Copies of these contracts may be obtained from the Office of Procurement Management upon request or may be viewed on the Procurement Management website at www.state.sd.us/boa/opm. Scheduled lettings are held at regular intervals throughout the year for those items that do not fall into a contract category. An "emergency" letting may be held for those needs that are truly of an emergency nature.

The following is a list of some of the specific major services provided:

Annual Contract. Procurement staff will competitively bid a contract with vendors, establishing the most advantageous price, quality, and quantity to meet the needs of agencies. Purchasing will then formalize the agreement in a written contract that adequately sets out terms, conditions, and responsibilities of each party in accordance with state law.

Joint Powers Agreement. Annual contract proposals are bid which give vendors the option to extend contract prices to local units of government, e.g.; cities, school districts. A "joint powers agreement" extends state contract prices to them. This agreement satisfies state bidding requirements and allows quicker access to goods and services at more favorable prices.

Bid-Letting Schedule. The Office of Procurement Management publishes an annual schedule of lettings for all classes of goods and services. This schedule consists of the requisition due date, buyer, and proposal opening date.

Purchasing Card. The Office of Procurement Management administers the Purchasing Card Program for the State of South Dakota. The purchasing card is designed for the purchase of goods under \$1,000. Use of the purchasing card simplifies the purchasing process, saves time and money in the payment authorization process, and ensures that suppliers receive payment in a timely manner.

Some additional services provided include:

- Writing and developing specifications
- Legal advertising
- Expediting delivery of commodities
- Providing assistance in preparing commercial printing lettings

USE OF PROCUREMENT MANAGEMENT SERVICES:

Each state agency should check with Procurement Management prior to purchasing items or establishing service contracts in order to insure compliance with applicable laws governing procurement. Each buyer within the Office of Procurement Management is responsible for certain categories of goods. The receptionist can direct inquiries to the appropriate buyer or the director.

WHAT DO PROCUREMENT MANAGEMENT SERVICES COST?

Procurement Management has two sources of income. The vendors pay a \$50 registration fee for being on a bidder registration list, which gives them bid opportunities automatically. The second source of income is accumulated by an assessment based on the dollar volume of purchases made by an agency. We currently charge \$.60 per \$100 purchase.

SPACE MANAGEMENT

GENERAL OVERVIEW:

The services provided by Space Management are available to all state agencies and can be obtained by calling 773-4265. This office is located at 320 N. Nicollet, Pierre, SD 57501.

SERVICES AVAILABLE THROUGH SPACE MANAGEMENT:

The following major services are available:

- Space Acquisition and Lease Negotiation. The office is responsible for providing needed space for all state agencies through utilization of leased buildings. Responsibilities include: negotiating for leased space from the private sector for all state agencies; researching the market to determine current lease rates; determine site selection, space allocation and usage, tenant development, and overseeing construction and remodeling projects.
- Space Allocation and Approval. Space Management reviews agency needs and requirements for space and makes specific recommendations to the Commissioner of Administration concerning the amount and location of available space that will most efficiently satisfy the requesting agency's needs.
- Space Layout and Design. Space Management reviews agency requests and designs efficient space layout plans that will maximize work flow within the space available. These plans consider office organization and are designed to make optimum use of space in either open or closed space concepts. The office has expertise in modular and systems furniture.

USE OF SPACE MANAGEMENT SERVICES

To utilize these services, state agencies must submit a written request to Space Management. The request should be made as early as possible to allow sufficient time for necessary efforts to be accomplished in accordance with any deadlines. Requests must include sufficient information so the requesting agency's needs can be identified and addressed.

FLEET AND TRAVEL

GENERAL OVERVIEW

Fleet and Travel Management (FTM) is located at the Department of Transportation Complex on the Truck By-Pass, 104 S. Garfield, Pierre, SD 57501. Mailing address is Fleet & Travel Management, c/o 500 E. Capitol Ave., Pierre, SD 57501-5070 and telephone number is 605-773-3162. Office hours are Monday through Friday from 7:00 a.m. to 5:00 p.m.

SERVICES AVAILABLE AT FLEET AND TRAVEL

The Office of Fleet and Travel Management (FTM) is responsible for making vehicles available to state agencies, either on a permanent or short-term basis. FTM is also responsible for facilitating coordination of travel among state agencies via the computerized Journey System. Additionally, FTM personnel offer training and assistance to agencies which use the Equipment Management System (EMS). Indirect supervision and technical support is provided to agency travel coordinators.

The State Fleet Manager develops a handbook of procedures to be used by state agencies to maintain continuity in the use and maintenance of state vehicles.

The following services are offered:

- Vehicle Assignment - Short-Term. Each state agency has access to the state's computerized Journey System. FTM is available to provide training and ongoing support on the Journey System. The system is designed to automatically assign pool vehicles on a per-journey basis. By querying the system, travelers may be assigned to existing trips rather than being scheduled in another vehicle that would be going to the same destination.

If all pool vehicles are in use, the system will advise the travel coordinator that the traveler may use a personal vehicle and be reimbursed at the high mileage rate.

Motor pools are located across South Dakota, including seven airport locations. Vehicles can be scheduled in any location by use of the Journey System.

Vehicle charges are calculated on a per-mile basis and billed to agencies via non-cash vouchers each month. When journeys include employees from several agencies, the billing system has the capability to distribute costs between those agencies on a per-trip segment basis.

- Vehicle Assignment. Agencies at times have specific needs that require the use of an assigned vehicle. Vehicles may be assigned to an individual or to an office where several employees will be making use of the vehicle. Requests for vehicle assignments are evaluated using the following criteria:
 - The availability of pool vehicles;
 - The agency's need for a vehicle;
 - If vehicles in current use by requesting agency are presently being fully utilized; and,
 - Priority of other requests.
- A written request for permanent vehicle assignment must be submitted to FTM. The request form is located at the following web site: <http://www.state.sd.us/boa/vehicleperm.htm>. If FTM determines that the request is justified, the agency must provide the following information to FTM:
 - City where vehicle will be located;
 - Driver's name and mailing address;
 - Driver's office, fax, and home phone numbers; and
 - Driver's department name and MSA center number.
- Equipment Management System. FTM maintains a tracking system which is used to determine how much vehicles cost to operate, when normal maintenance is due, and when equipment should be replaced due to age or cost. Rental rates are determined from data that is contained on EMS. FTM provides technical support and training to agencies who would like to make use of EMS for pieces of equipment other than vehicles.
- Flight scheduling of State Aircraft. FTM handles the scheduling function for the State Aircraft. FTM also handles the authorization of Charter Aircraft when a State plane is not available and when approved by the requesting department's supervisor.

USE OF FLEET AND TRAVEL MANAGEMENT SERVICES

General information	773-3162
Assistance in or to schedule training on the Journey System	773-3162
Questions about mechanical condition of a vehicle, requests for authorization of major repairs	773-3162
Motor Pool bill	773-5147 or 773-4957
Payment for services	773-2639 or 773-6293
To report an accident	773-2639

Megatrak / Voyager

773-7157

Flight Scheduling

773-4957

OFFICE OF HEARING EXAMINERS

GENERAL OVERVIEW:

The Office of Hearing Examiners (OHE) is located at 210 East Fourth St., Pierre, SD 57501-1538. Phone: 773-6811, fax: 773-6818.

The Office of Hearing Examiners conducts administrative hearings pursuant to the South Dakota Administrative Procedures Act and issues decisions for citizens who have the right to a hearing before any state agency. They conduct all hearings for the Department of Revenue and the Division of Insurance as well as other agencies wishing to use the Office.

USE OF OFFICE OF HEARING EXAMINERS SERVICES:

This office is open and available to any person who has a legal right to pursue an administrative remedy under the laws of this state. Ordinarily, OHE receives requests for hearings either directly from the state agencies or from persons who are aggrieved by any action or lack of action of an agency subject to this office.

DOES THE OFFICE OF HEARING EXAMINERS CHARGE FEES FOR ITS SERVICES?

OHE does not bill for its hearing services. If a person appeals to Circuit Court from a decision of this office, there may be a charge for the transcript of testimony at the hearing, plus the costs of filing an appeal with the Circuit Court.

OFFICE OF STATE ENGINEER

GENERAL OVERVIEW:

This office arranges and provides architectural and engineering services as required for planning, designing, construction, remodeling, and major maintenance of state-owned buildings. This office contracts construction of such works. This office also manages the Statewide Maintenance and Repair Program. It is located in the Foss Building in Pierre, (605) 773-3466.

SERVICES AVAILABLE AT STATE ENGINEER:

- Design. The office will design or direct the design involved in construction projects. If private architects or engineers are needed, contracts will be arranged to employ them.
- Competitive Selection of Contractors. The office will handle all aspects of soliciting bids or proposals and awarding contracts as required under the law for public works involving state-owned buildings.
- Construction Supervision. The office will arrange and administer construction contracts to complete the work. It will represent the owner with respect to enforcing contract requirements or terms, approving or recommending changes in the work, approving payments to the contractor, securing satisfaction for defective work, enforcing warranties, etc.
- Records. The office maintains records related to construction projects including copies of plans, specifications, contracts, vouchers submitted, correspondence, and maintenance manuals.
- General Advice. The office is prepared to answer inquiries related to buildings, building practices, codes, equipment operation, repair needs, engineering economics, safety and costs of construction.
- Statewide M&R. The office works with the various state agencies to develop a priority list of maintenance and repair projects. The office oversees the design and construction of projects on the M&R list.
- Special Assignments.

The agency undertakes special assignments including, but not limited to:

- a. Acting to evaluate damage caused by disaster.

- b. Offering advice on code interpretation and life/safety requirements.
- c. Evaluating present and proposed equipment and structures from the standpoints of economy, safety, dependability, soundness, etc.

WHAT DO STATE ENGINEER SERVICES COST?

Users are billed an hourly fee for services. The hourly fee includes all travel costs and office expenditures. Users, however, will not be billed an hourly fee for Statewide M & R Projects. Design done by private architectural and engineering firms and construction work are billed to the user and is always performed under contract between the user and the contractor.

STATEWIDE ENERGY MANAGEMENT

GENERAL OVERVIEW:

The Energy Management Office is located at 523 East Capitol Avenue, Pierre, South Dakota 57501-3182. Phone: (605) 773-3899; fax: (605) 773-5980. The services provided by the Energy Management Office are available to all state agencies and institutions.

SERVICES AVAILABLE AT ENERGY MANAGEMENT

- The Energy Management Office advises institutions on the implementation of economical energy savings activities for state facilities and assists them in developing energy management strategies like load shaping and long-term efficiency plans.
- The Energy Management Office directs the U.S. Department of Energy State Energy Program for South Dakota. The program provides energy grants and loans for qualifying state owned facilities.
- The office serves as the state's Western coordinator to ensure the Integrated Resource Plan remains in compliance.
- The office negotiates energy purchases for the state.
- The State Engineer's office and the Energy Management Office coordinate standards for energy-related construction and equipment.

RECORDS MANAGEMENT

Records Management provides services that relate to the creation, utilization, maintenance, retention, disposal and preservation of records. This office operates a records storage center, microfilming unit, and microfilm storage vault. It establishes records retention and destruction schedules and actively encourages adherence to these schedules.

Records Management is located at 104 South Garfield, Building E, on the Highway 14-83 East Truck Bypass, Pierre, South Dakota 57501. It is open from 8:00 a.m. to 5:00 p.m., Monday through Friday, and the telephone number is (605) 773-3589. The fax number is (605) 773-5955.

USE OF RECORDS MANAGEMENT SERVICES

- Record Retention and Destruction Schedules. SDCL 1-27-13 and 1-27-14 require that each agency develop record retention and destruction schedules. Agencies, institutions, and regional offices can obtain assistance with records inventory, appraisal, and schedule drafting by writing or calling Records Management at (605) 773-3589.

Following the preparation of an office's records retention and destruction schedule, the State Records Manager will serve as the agency's liaison with the State Records Destruction Board in obtaining authorization for proposed records retention and destruction. Additional information on this process can be found in ARSD 10:03:01.

- Record Storage. The Bureau of Administration operates the State Records Center and Microfilm Storage Vault at Pierre for the economical and efficient storage of inactive records from all state agencies. Transfer of records to the Center does not transfer control of the records from the agency to Records Management. Information from the records or the documents themselves will be available to the agency in keeping with the agency's own security and access policies.

Records Management will assist in preparing documents for storage, in arranging for pick up of documents from Pierre-based offices, in documenting the actual transfer, in providing a reference service for those records, and in scheduling and verifying destruction of the records.

- Microfilming Microfilming offers the advantages of space savings, security, speed, and convenience of retrieval, low-cost distribution, and reliable preservation. Records Management employs a full-time microfilm camera operator and provides microfilming services for small applications. Records Management strongly encourages agencies to microfilm state records when microfilming is more cost effective than storing the paper records.
- Consultation. Records Management personnel maintain up-to-date information on document imaging and microfilming processes and equipment. They will provide consultant services to agencies in determining how the agency's documents should be maintained and by what process this can be achieved.
- Archival Preservation of Scanned Images. Records Management has an Archive Writer which can take an agency's scanned TIFF images and convert them to microfilm to provide long-term preservation of records in human readable form. This is much less costly than scanning and then microfilming records to meet standards, because the paper is only handled once and the Archive Writer can produce a roll of film in about two hours. The average cost of converting 8000 images to microfilm using this method is less than \$100. Once microfilmed to standards, the original paper can be destroyed.

WHAT DO RECORDS MANAGEMENT SERVICES COST?

Records Management implements a quarterly charge per cubic foot of storage space occupied by records stored in the records center. A quarterly charge is applied to each roll of microfilm that is stored in the microfilm vault. There is also a quarterly charge applied to each record series listed in an agency's retention manual. Microfilming service costs are determined by the microfilming application requirements. Records Management offers quick and easy access to any record stored at the facility at no additional cost to the agency.

OFFICE OF RISK MANAGEMENT

GENERAL OVERVIEW:

The Office of Risk Management is focused on protecting the State's assets and resources by identifying exposures to financial loss and providing alternative methods to finance, transfer, minimize or eliminate those losses.

The Office of Risk Management is located at 1429 East Sioux Avenue in Pierre, SD. (605) 773-5879.

SERVICES AVAILABLE AT RISK MANAGEMENT:

State employees may take advantage of the following services by contacting the Office of Risk Management:

- Technical Assistance: The Office of Risk Management provides technical assistance to agencies, institutions and employees in the development and implementation of loss control policies and practices. The Office of Risk Management will identify relevant standards and regulations; answer insurance and coverage questions; address reports of unsafe conditions; provide assistance in drafting insurance requirements and hold harmless/indemnification clauses in state contracts, leases and agreements; process and monitor claims made against the state; and maintain record keeping, tracking and report generating systems relative to accidents and claims.
- Loss Control Audits: Loss control audits are designed to identify hazards that may cause accidents, assist in the implementation of loss prevention efforts and assess the adequacy of current loss prevention programs. Upon completion of the audit, the agency administration is furnished a written report of findings and recommendations to address exposures.
- Workstation evaluations: Workstation evaluations are conducted to assist state employees in proper workstation and task setup to reduce the risk of cumulative trauma disorders and repetitive stress injuries.

Training: The following seminars can be tailored to address the specific exposures and unique situations found at each agency/institution:

- **Management's Responsibility for Risk Control Programs** - A two to four hour training that is designed for management and supervisory personnel. It addresses the objectives and elements of a risk control program, including risk management techniques, job safety analysis, facility audits, management's responsibilities in risk control programs, and how management can meet those responsibilities, including major targets for loss control and program elements to fulfill the loss control management function.
- **Workplace Safety Training** - A one hour training designed to communicate the concept of risk management and loss control as an opportunity and responsibility of The individual State employee. We discuss: the PEPL program; workplace ergonomics proper workstation or task set-up; handling hazardous materials; proper use of personal protective equipment; proper equipment use such as ladder safety, etc.); methods of identifying and reporting accidents, incidents and unsafe conditions; causes and costs of accidents; loss control committees, etc.

The Loss Control Training Resource Center: Established by the Office of Risk Management and the South Dakota State Library to assist state employees with loss control training, the Loss Control Training Resource Center offers safety and loss control videos and publications. For a catalog of videos and publications, contact the Office of Risk Management. Orders can be mailed to the South Dakota State Library at 800 Governors Drive, Pierre, SD 57501-5070 or by calling (605) 773-5070.

WHAT DO RISK MANAGEMENT SERVICES COST?

Charge per FTE to each agency is annually computed and determined by the Bureau of Finance and Management.

BUREAU OF ADMINISTRATION SERVICES INDEX

<u>SERVICES REQUIRED</u>	<u>SERVICE PROVIDED BY</u>
Air conditioning	Buildings & Grounds Office - 773-3344 Federal Surplus Property - 353-7150 Procurement Management - 773-3405 State Engineer - 773-3466
Bidding	Procurement Management - 773-3405 State Engineer - 773-3466
Billings	Buildings & Grounds Office - 773-3344 Central Duplicating - 773-3527 Central Mail Services - 773-3441 Central Supply - 773-3223 Federal Surplus Property - 353-7150 Fleet and Travel - 773-3162 Property Management - 773-4935 Procurement Management - 773-3405 Records Management - 773-3589 Space Management - 773-4265 State Engineer - 773-3466
Binding, book	Central Duplicating - 773-3614 Procurement Management - 773-3405
Blown fuse	Buildings & Grounds Office - 773-3344
Broken pipe	Buildings & Grounds Office - 773-3344
Building Codes	State Engineer - 773-3466
Bulk mail	Central Mail Services - 773-3441
Business forms	Central Duplicating - 773-3614 Central Supply - 773-3223 Procurement Management - 773-3405 Records Management - 773-3589
Buying, general	Central Supply - 773-3223 Federal Surplus Property - 353-7150 Procurement Management - 773-3405

Cars	Federal Surplus Property - 353-7150 Fleet and Travel - 773-3162 Property Management - 773-4935 Procurement Management - 773-3405
Chairs	Federal Surplus Property - 353-7150 Property Management - 773-4935 Procurement Management - 773-3405
Cleaning	Buildings & Grounds Office – 773-3344
Custodial	Buildings & Grounds Office – 773-3344
Cold room	Buildings & Grounds Office - 773-3344
Clogged plumbing	Buildings & Grounds Office - 773-3344
Construction	Buildings & Grounds Office - 773-3344 State Engineer - 773-3466
Contract buying	Procurement Management - 773-3405
Copiers	Central Duplicating - 773-3527 Federal Surplus Property - 353-7150 Procurement Management - 773-3405
Copy Centers	1320 E. Sioux Avenue - 773-3614 Capitol Building - 773-3527
Copying problems	Central Duplicating - 773-3527
Desks	Federal Surplus Property - 353-7150 Property Management - 773-4935 Procurement Management - 773-3405
Desk-top publishing	Central Duplicating - 773-3614 Procurement Management - 773-3405
Design	Buildings & Grounds Office - 773-3344 State Engineer - 773-3466
Dirty room	Buildings & Grounds Office - 773-3344
Door problems	Buildings & Grounds Office - 773-3344
Duplicating	Central Duplicating - 773-3614

Electrical	Buildings & Grounds Office - 773-3344 Federal Surplus Property - 353-7150 Procurement Management - 773-3405 State Engineer - 773-3466
Emergencies	9-911
Energy	Energy Management Office – 773-3899
File Cabinets	Federal Surplus Property - 353-7150 Property Management - 773-4935 Procurement Management - 773-3405
Fire	9-911
Folding, paper	Central Duplicating - 773-3614
Forms	Central Duplicating - 773-3614 Central Supply - 773-3223 Procurement Management - 773-3405 Records Management - 773-3589
Furniture	Federal Surplus Property - 353-7150 Property Management - 773-4935 Procurement Management - 773-3405 Buildings & Grounds Office - 773-3344
Fuse, blown	Buildings & Grounds Office - 773-3344
Graphic arts	Central Duplicating - 773-3614
Grounds maintenance	Buildings & Grounds Office - 773-3344
Handicap Access Codes	State Engineer - 773-3466
Hot room	Buildings & Grounds Office - 773-3344
Ice on sidewalk	Buildings & Grounds Office - 773-3344
Information	BOA - 773-3688 Capitol Telephone Operator - dial 0
Keys, locks	Buildings & Grounds Office - 773-3344
Lights won't work	Buildings & Grounds Office - 773-3344

Light bulb changing	Buildings & Grounds Office - 773-3344
Light bulbs, new	Central Supply - 773-3223 Procurement Management - 773-3405
Lock problems	Buildings & Grounds Office - 773-3344
Lawns	Buildings & Grounds Office - 773-3344
Mail	Central Mail Services - 773-3441
Metal work	Buildings & Grounds Office - 773-3344 State Engineer - 773-3466
Microfilm Services	Records Management - 773-3589
Moving	Buildings & Grounds Office - 773-3344 Space Management - 773-4265 Facilities Planning Team (FPT) – 773-4016
Office space	Space Management - 773-4265 Facilities Planning Team (FPT) - 773-4016
Office supplies	Central Supply - 773-3223 Federal Surplus Property - 353-7150 Procurement Management - 773-3405
Paint	Buildings & Grounds Office - 773-3344 Procurement Management - 773-3405
Painting	Buildings & Grounds Office - 773-3344
Plaster	Buildings & Grounds Office - 773-3344 Procurement Management - 773-3405 State Engineer - 773-3466
Plugged sink	Buildings & Grounds Office - 773-3344
Plumbing	Buildings & Grounds Office - 773-3344 State Engineer - 773-3466
Police	Capitol Protective Services - 773-3154 Pierre Police, emergency - 9-911 Pierre Police, non-emergency - 773-7410

Postage	Central Mail Services - 773-3441
Post office	Central Mail Services - 773-3441
Printing	Central Duplicating - 773-3614 Procurement Management - 773-3405
Publishing	Central Duplicating - 773-3614 Procurement Management - 773-3405
Purchasing	Procurement Management - 773-3405
Quick Copy Centers	1320 E. Sioux Avenue - 773-3614 Capitol Building - 773-3527
Records management	Records Management - 773-3589
Records storage	Records Management - 773-3589
Records retrieval	Records Management - 773-3589
Risk management	Office of Risk Management - 773-5879
Security problems	Capitol Protective Services - 773-3154
Sink problems	Buildings & Grounds Office - 773-3344
Slippery floor	Buildings & Grounds Office - 773-3344
Slippery sidewalk	Buildings & Grounds Office - 773-3344
Smoke	9-911
Snow removal	Buildings & Grounds Office - 773-3344
Space	Space Management - 773-4265
Stamps, postage	Central Mail Services - 773-3441
Supplies	Central Supply - 773-3223 Federal Surplus Property - 353-7150 Procurement Management - 773-3405
Toilet overflows	Buildings & Grounds Office - 773-3344
Travel	Vehicle - Fleet and Travel - 773-3162

	State Aircraft – Fleet and Travel – 773-4957
Trucks	Federal Surplus Property - 353-7150 Fleet and Travel - 773-3162 Property Management - 773-4935 Procurement Management - 773-3405
Typesetting	Central Duplicating - 773-3614 Procurement Management - 773-3405
Tourists	Capitol Building Tour Guide Office - 773-3688
Vehicles	Federal Surplus Property - 353-7150 Fleet and Travel - 773-3162 Property Management - 773-4935 Procurement Management - 773-3405
Visitors	Capitol Building Tour Guide Office - 773-3688
Warehouse space	Property Management - 773-4935 Space Management - 773-4265
Word processing	Central Duplicating - 773-3614