

DGS

DEPARTMENT OF GENERAL SERVICES



OUR MISSION

THE MISSION OF THE DEPARTMENT OF GENERAL SERVICES IS TO BUILD, MAINTAIN, AND SUSTAIN THE DISTRICT OF COLUMBIA'S REAL ESTATE PORTFOLIO, WHICH INCLUDES MORE THAN 840 DISTRICT OWNED PROPERTIES IN WASHINGTON, DC. THIS WORK ALLOWS THE AGENCY TO FOSTER ECONOMIC VIABILITY, ENVIRONMENTAL STEWARDSHIP, AND EQUITY ACROSS ALL EIGHT WARDS.



DIVISIONS

CAPITAL
CONSTRUCTION

CONTRACTS &
PROCUREMENT

FACILITIES
MANAGEMENT

PORTFOLIO
MANAGEMENT

PROTECTIVE
SERVICES

SUSTAINABILITY
& ENERGY



CLIENTS

ALL DISTRICT OF COLUMBIA
GOVERNMENT AGENCIES,
INCLUDING:*



*DISTRICT OF COLUMBIA PUBLIC
LIBRARIES (DCPL): DGS IS ONLY
RESPONSIBLE FOR LIBRARIES
CO-LOCATED WITH DPR FACILITIES



SERVICES

CONSTRUCTION

CUSTODIAL SERVICES

ENERGY CONSERVATION

ENGINEERING

INSPECTION

PLANNING

SECURITY

SUSTAINABILITY

UTILITY MANAGEMENT
SERVICES

PROGRAMS & SERVICES

► DGS WORK ORDER STATUS ◀

To know the status or learn more about your current work order, visit the link in the QR Code.



► DGS 311 SERVICES ◀

The Department of General Services (DGS) has partnered with the Office of Unified Communications (OUC) to allow residents to use the District's 311 Call Center to request grounds maintenance services for District-owned properties including schools, municipal facilities, and parks and recreation centers.

► DGS COMPOSTING PROGRAM ◀

The DCPS Recycles! program is managed by DGS with the goal to sort all waste properly so as much as possible can be composted or recycled instead of sent to a landfill or incinerator, and teach DCPS students values and skills for a sustainable and green environment.

► DOING BUSINESS WITH DGS ◀

The Contracts and Procurement Division (C&P) is a forward leaning, multi-faceted acquisitions operation, committed to advancing transparent, accountable, and efficient procurement practices in support of DGS' mission. Visit dgs.dc.gov for a list of available procurements.

► CBE PROGRAM ◀

DGS is one of the largest contributors to the District's \$1 Billion annual small business enterprise (SBE) spending goal, contributing more than \$400 Million to small businesses every year.

STAY CONNECTED WITH DGS



FOLLOW US @DCDGS



**BUILD
MAINTAIN
SUSTAIN**

WE ARE
WASHINGTON

GOVERNMENT OF THE
DISTRICT OF COLUMBIA

DC MURIEL BOWSER, MAYOR

DGS.DC.GOV

3924 MINNESOTA AVE
WASHINGTON DC, 20019

WORK ORDER PROCESS



INTAKE:

A work order request is submitted by one of our client agencies.

REVIEW:

All requests are reviewed by the DGS FIRST Team to ensure they meet the requirements to become a DGS work order. Work orders are reviewed for content such as contact information for the requestor or photos that match the issue description. After review, a work order will be issued.

MAINTENANCE:

Once a work order is issued, DGS dispatches from a pool of over 280 skilled craftspersons, project managers, and a diverse roster of support contractors for completion.

QUALITY ASSURANCE:

DGS works with its client agency partners to ensure all work orders have been completed in a satisfactory manner before closing a request. For example, DGS and DCPS has had a "Quality Review Check" process for DCPS facilities since 2020 to ensure that the school confirms work has been completed before DGS closes the work order.

DGS CAPITAL CONSTRUCTION PROCESS



INITIATION (5 TO 6 MONTHS):

High-level decisions are made regarding why a project is needed, whether or not the project team can do it, and what materials are required.

PLANNING (3 TO 12 MONTHS):

A set of plans is created to guide the construction team. Here, agencies establish details and specifics of the scope of the project, including what is to be constructed or renovated and developed within the budget.

DESIGN (6 TO 18 MONTHS):

Design options are developed to achieve project goals. Key features and criteria are planned out to ensure it complies with all applicable DC regulations and codes. Here, the community can provide input into the design concept.

CONSTRUCTION (12 TO 36 MONTHS):

Full construction of the building. Adjustments or modifications are sometimes necessary during this phase due to site conditions.

CLOSEOUT (3 TO 6 MONTHS):

Checks are made to ensure all project activities satisfy the intended goals and fulfill all requirements and regulatory inspections. Then the property is turned over to the client agency.

BY THE NUMBERS FOR EACH DIVISION FY25

PORTFOLIO

- 1,611 Property Assets, including: 104 Office Assets, 162 School Assets, 152 Recreation Assets, 74 Industrial Assets
- 40 Million+ Sq. Ft of buildings managed

FACILITIES MANAGEMENT

- 26,800+ Work Orders Completed

CAPITAL CONSTRUCTION

- 347+ projects over \$3.5 Billion

PROTECTIVE SERVICES

- 500+ Security Guards
- 3,400+ Security Cameras

EXTERNAL AFFAIRS

- 400,862 Website Views
- 605,697 Social Media Impressions
- 194 Community Meetings Attended

CONTRACTS AND PROCUREMENT

- \$4.4 Billion dollars awarded to contractors

SUSTAINABILITY AND ENERGY

- 98,143,118kWh of clean electricity generated by the DGS solar program (equivalent to removing 73,244,379 pounds of coal burned)
- \$128+ Million in utility payments processed and tracked each year