

## ANNUAL REPORT

To: Governor Bill Lee  
From: Commissioner Christi W. Branscom  
Date: October 1, 2024  
**Subject:** Department of General Services Annual Report for FY24

Pursuant to Tennessee Code Annotated § 4-4-114, I am pleased to present this annual report for the Department of General Services.

### Functions

The Department of General Services provides operational support services to all other departments and agencies in Tennessee State Government. The Department's work includes managing the centralized procurement of goods and services; operating, managing, and maintaining general government real estate assets; acquiring, managing, and maintaining the State's motor vehicle fleet; and providing electronic and printed communications services for all branches of State government. The Department's focus on reducing the administrative cost of government permits more State resources to be directed toward vital programs and services for Tennesseans. In addition to supporting other State departments and agencies, the Department of General Services also serves vendors wishing to do business with the State, citizens, and eligible organizations interested in purchasing surplus government property.

The Department of General Services consists of five divisions.

### Central Procurement Office (CPO)

The Central Procurement Office purchases goods and services for State departments and agencies. CPO is also responsible for grants management, vendor relations, training of agency procurement professionals, and the administration of the State's commercial payment card program, as well as partnering with Tennessee Emergency Management Agency (TEMA) to ensure the State is prepared for emergencies. The Governor's Office of Diversity Business Enterprise also operates out of this division. CPO strives to procure the best products and services at the best value for those we serve.

## **State of Tennessee Real Estate Asset Management (STREAM)**

STREAM is dedicated to operating, managing, and maintaining the State's real estate assets to ensure a comfortable, safe, and efficient working environment for State tenants, employees, and guests. STREAM's impact on State property and buildings is monumental. They are responsible for building, renovating, and leasing all property owned by the State of Tennessee, including interior design, workspace design, and facilities management for State buildings. In addition, every STREAM project focuses on accessibility to tenant constituents, contract administration, safety compliance, energy savings, and the consideration of the surrounding environment.

## **Document Solutions**

Document Solutions is a "one-stop-shop" for all electronic and printed communication products for State government. This includes printing, graphics, promotional items, scanning, mailing, warehousing, and onsite and on-location photo and video services. Document Solutions also prides itself on the speedy production of printed materials and meeting requirements for safe mail delivery on behalf of the State. Document Solutions can also provide these services to other city and county governments and nonprofit organizations in Tennessee.

## **Vehicle and Asset Management (VAM)**

Vehicle and Asset Management (VAM) acquires, manages, and maintains the State of Tennessee's motor vehicle fleet, including motorized equipment. The vehicles managed by VAM range from subcompact sedans to 50,000-pound tandem road tractors. VAM establishes policies and procedures to ensure the best procurement, maintenance, repair, operation, compliance, and administration of the State's fleet, which is consistent with good safety and service. VAM also handles the sale of the State's surplus property and the distribution of State and federal surplus property to authorized governmental agencies, nonprofits, educational agencies, law enforcement agencies, and the general public within Tennessee, which provides incredible value to the State and its citizens.

## **Division of Administration**

While not a major business unit in the Department of General Services, the Division of Administration manages and supports the other divisions through various support business units that include the Commissioner's Office, Communications, Conference

Center, Office of General Counsel, Human Resources and Talent Management, Internal Audit, the Office of Administrative Services, the Office of Financial Management, and the Strategy Office.

This information is also summarized in **Attachment B**.

## Management

The management of the Department of General Services is included in **Attachment A**.

## Financial Transactions

### FY24 General Services

Operational Budget	\$ 326,471,520
Actual Expenses	\$ 235,517,736 + \$ 39,417,400 (32199) = \$ 274,935,236

### FY24 Facilities Revolving Fund

(Managed by the Department of General Services)

Operational Budget	\$ 175,959,400 (50101, 50102, 50103, 50105)
Actual Expenses	\$ 171,783,745