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Introduction

The Department of Citywide Administrative Services (DCAS) provides value-added and effective shared services to support the operations of New York City government. Its commitment to equity, effectiveness, and sustainability guides its work with City agencies on:

- Recruiting, hiring, and training employees;
- Providing facilities management for 55 public buildings;
- Acquiring, selling, and leasing City property;
- Purchasing more than $1 billion in supplies and equipment each year; and
- Implementing conservation and safety programs throughout the City’s facilities and vehicle fleet.

This Service Guide provides an overview of the services offered by DCAS. The agency is divided into lines of service that perform distinct functions. Each page describes the functions of each line of service, including services offered within DCAS and services offered to other agencies and the public.

To learn more or to take advantage of offered services, please contact the Department of Citywide Administrative Services.
Office of the Commissioner

1. Executive
   a. Provides executive and administrative support to the Commissioner, oversight of agency-wide initiatives and programs, and support for the overall direction and mission of the agency.
   b. Provides support to the Lines of Service through resolving customer service related requests, and assisting with planning, resource management and executive staffing support.

2. External Affairs
   a. Coordinates all internal and external communications for DCAS and deals with press inquiries.
   b. Maintains relationships with public officials to articulate the priorities, strategies, and mission of DCAS.
   c. Plans and implements communication strategies, branding guidelines, and newsletters, and works with Information Technology to design, populate and maintain DCAS’ internal and external websites.
   d. Publishes the Green Book, the Official Directory of the City of New York (including contact information for the City, State and Federal levels and listings for the unified Court system, and international government organization.).

3. Strategic Operations
   a. Provides project management and implementation support for agency-wide projects requiring cross Line of Service collaboration.
   b. Provides operational and organizational assessments and advice, recommendations for improvements, and implementation support.
   c. Supports agency-wide performance reporting, data driven problem solving and development of Key Performance Indicators, analytics and metrics.
   d. Coordinates emergency preparedness and supports real-time emergency activation.

4. DCAS Diversity and Equal Employment Opportunity
   a. Assists the Commissioner in implementing and ensuring compliance with the City’s EEO policy within DCAS.
   b. Investigates complaints and recommends corrective strategies, reviews and approves requests for reasonable accommodations, conducts training seminars, and takes proactive action towards resolving EEO complaints.
   c. Prepares DCAS’ Diversity and EEO Plan, which includes the Diversity and Inclusion Council, and hosts events throughout the agency.
   d. Works with DCAS EEO counselors within each Line of Service.

5. Special Events
   a. Coordinates events in DCAS-managed facilities for both DCAS and external partners, provides on-site support, logistics support, and planning and guidance for events.
   b. Coordinates external requests to film at DCAS-managed properties, including management of necessary approvals and requests, on-site support and security, and project planning.

6. City Graphics
   a. Provides support to DCAS and external customers through design and event support, creation of marketing and promotional materials, and graphics.

7. City Record
   a. Manages the City Record (City Record Online and print), the Official Newspaper of the City of New York. It includes Citywide notices relating to procurement and non-procurement notices, advertisements, and other legally-required notices; and manages subscriptions for the City Record.

8. Internal Audit and Engineering Audit
   a. Conducts internal reviews of the agency’s operations, and liaises with external auditing entities on all audits and information requests; and prepares necessary reports in compliance with laws and external directives.
1. Payroll and Timekeeping
   a. Processes and maintains records of all transactions pertaining to employee payments and leave balances.

2. Human Resources
   a. Advises on, implements and maintains records of all agency personnel actions including but not limited to appointments, promotions, separations, leaves, and background investigations for DCAS employees.

3. DCAS Police
   a. Ensures the safety of tenants and visitors at properties owned, leased and operated by DCAS through the use of uniformed law enforcement officers and contract security guards.
   b. Provides agency mail services.

4. Employee Relations
   a. Oversees the DCAS performance management program, including Tasks and Standards, Probationary and Annual Evaluations.
   b. Manages agency onboarding and off-boarding.
   c. Develops agency specific employee programs.

5. Discipline
   a. Investigates and resolves allegations of employee misconduct.
   b. Provides training and guidance to supervisors to effectively manage performance and progressive disciplinary procedures.

6. Labor Relations
   a. Resolves DCAS employees’ grievances pertaining to Citywide collective bargaining agreements.

7. Transportation Services
   a. Manages DCAS’ Chauffer Attendants and its fleet of vehicles, including all related programs associated with operating an agency vehicle for official City business.

8. City Store
   a. Sells unique gifts, collectables and municipal publications at the Official Store of the City of New York.

9. Records Management
   a. Manages the life cycle of agency documents, including storage, retrieval and destruction.

10. Printing
    a. Provides in-house bulk copying and printing services.
1. DCAS Agency Procurement
   a. Advises on and approves all procurements on an agency-wide basis.
   b. Manages a variety of agency-specific requested procurement methods, including micro/small purchases, Competitive Sealed Proposals, Competitive Sealed Bids, Negotiated Acquisitions, Emergency Procurements, Demonstration Projects, and Sole Sources.
   c. Works with the M/WBE team to help the Agency meet the City’s goals for awards to M/WBEs.
   d. Ensures contracts are administered in a manner that suits the Agency’s needs.
   e. Liaises with the Mayor’s Office of Contract Services and the NYC Comptroller’s Office.
   f. Administers the P-Card Program for DCAS.

2. Citywide Procurement
   a. Develops, solicits and awards contracts for goods and services on behalf of agencies, departments, boards and authorities.
   b. Provides management of the awarded contracts and assists end user agencies in contract operations and conflict resolution.
   c. Reviews and approves orders in the direct order system.
   d. Registers intergovernmental procurements on behalf of City Agencies.
   e. Maintains appropriate contracts for Citywide emergencies.
   f. Leverages economies of scale for Citywide contract cost savings.
   g. Incorporates relevant emergency preparedness clauses into Citywide contracts.

3. Inventory, Logistics and Quality Assurance
   a. Warehouses and distributes goods through the City’s Central Storehouse.
   b. Maintains an emergency supply inventory and manages supplies crucial to City operations.
   c. Conducts Quality Assurance inspections for materials purchased by or through the Office of Citywide Procurement.
   d. Reviews, evaluates and develops product specifications.
   e. Reviews product evaluations according to product specifications.
   f. Provides technical support by identifying the use of environmentally friendly, waste reductive, alternate fuel and energy efficient products.
   g. Identifies and prevents potentially serious public health and safety concerns.
   h. Assists with the vendor vetting process through site inspections.

4. M/WBE Compliance and Outreach
   a. Provides guidance and procedures for compliance with relevant M/WBE laws & goals.
   b. Fosters partnerships with the M/WBE community.
   c. Holds Pre-Bid/proposal conferences on procurements with the M/WBE community.
   d. Participates in networking events, meetings, and workshops with certified M/WBE firms.

5. Strategic Performance and Innovation
   a. Provides strategic sourcing insights, market research analysis, and performs data analysis assessments.
   b. Administers and manages the P-Card Program Citywide.
   c. Administers the NYC PrintSmart program Citywide.
   d. Develops Citywide cost savings plans.
   e. Analyzes workflows and advance business process efficiencies.
   f. Manages the OCP Help Desk for all Citywide OCP hosted procurement-related systems.
   g. Designs systems to support Citywide Procurement initiatives and drive efficiencies.
1. Evaluate and design  
   a. Provides architectural, electrical, structural, elevator, and mechanical design services, and evaluates and maintains DCAS properties and elevator equipment.

2. Budget estimates and forecasting  
   a. Creates and submits budget requests, develops cost estimates and forecasts, and plans for new construction needs.

3. Permitting  
   a. Obtains and signs off on permits.

4. Management  
   a. Handles and oversees facilities’ interior and exterior rehabilitation, space fit-outs, elevator daily operations, repairs and upgrades and design and construction services, to include but not limited to: piers, platforms, ADA, bulkheads, sidewalks, vaults, electrical and mechanical upgrades, security cameras, lighting, floors, ceilings, and walls.  
   b. Manages upgrades and replacements of equipment including, but not limited to: HVAC, plumbing systems, cooling towers, boilers, chillers, elevators, and escalators.

5. Inspections and commissioning  
   a. Performs inspections on buildings (interior and exterior), vacant lots, waterfronts, elevators and escalators, and staging for Mayoral special events.  
   b. Conducts ADA inspections.  
   c. Commissions elevator, escalator and mechanical equipment.

6. Filing and compliance  
   a. Files ADA inspection requirements; files Local Law 11 findings and clears violations; and files elevator and escalator inspection (Categories 1 and 5) findings with Department of Buildings and clears violations.

7. Elevator Operations  
   a. Handles design and construction upgrades for elevators, escalators and handicap lifts; and maintains elevator operations.

8. Special events  
   a. Supports the execution of Mayoral special events, to include the design, filing and construction of staging and places of assembly.
1. Energy Supply
   a. Develops and manages the City’s annual Heat Light and Power (HLP) budget, which covers energy expenses for City buildings and other stationary end uses.
   b. Serves as a primary liaison for all City agencies with utility companies, assisting with account management, metering, and bill review and verification.

2. Load Management
   a. Works with DCAS and City agencies to use energy usage data to make real-time operational adjustments to their buildings to reduce emissions and save energy.

3. Energy-Efficient Operations and Maintenance
   a. Provides staff and technical support to agencies to support Operations and Maintenance best practices across the City’s portfolio to ensure that buildings are in a state of good repair, and operating as efficiently as possible, even before capital investments are made.

4. Energy Efficiency Project Delivery
   a. Implements energy efficiency retrofit projects across the City’s portfolio of buildings to reduce emissions, reduce energy usage, and create cost savings and other benefits.

5. Clean Energy Project Delivery
   a. Works to install solar photovoltaic (PV) and other distributed energy resources across the City’s portfolio of buildings.

6. Energy Innovation
   a. Works to test new energy efficiency and clean energy technologies in City buildings, strengthening NYC’s green jobs workforce and economy.

7. Strategic Planning
   a. Provides agencies with other types of support to achieve energy and emissions reductions goals. This includes helping agencies analyze the energy performance of their buildings; providing dedicated agency energy staff; offering energy training; and doing outreach to support behavioral change.
1. Building Services
   a. Maintains general interior building cleanliness, including restrooms, hallways and trash removal; provides general maintenance and minor repairs, provides exterior building maintenance, including snow and ice removal.
   b. Oversees green initiatives, such as recycling programs, Green Clean and PathoSans.
   c. Assists in setting up and packing down special events, such as film shoots and parades.
   d. Provides pest management services, and assists in special cleanouts, such as removing bulk items, and one-off cleaning for special events.

2. Operations
   a. Maintains, operates and repairs building system equipment, including HVAC, plumbing, electrical, lighting and fire alarm system; and updates and replaces compactors.
   b. Manages contract services for emergency rental and repairs of critical equipment, such as boilers and chillers.
   d. Leads agency OneNYC energy efficiency initiatives, including lighting conversions and systems upgrades.

3. Contract Services
   a. Manages contracts to maintain and repair building systems, equipment and exteriors; and to repair and install roofs, install and maintain exterior shedding and scaffolding, provide asbestos, lead, and mold remediation services; and maintain landscape green roofs.
   b. Manages contracts to provide minor improvements to tenant space, such as painting, carpeting, and minor electrical work.

4. Fire and Life Safety
   a. Manages Fire and Life safety staff, including fire safety directors; ensures that buildings comply with all Local Laws and Code requirements as defined by the Fire Department of New York; provides training in fire safety, fire watch, AED and CPR; and conducts fire alarm maintenance.

5. Trades Shops
   a. Provides maintenance, repair, and emergency work for building systems; performs small-scale renovations and other specialty work.

6. Support Services
   a. Manages tenant relations, including addressing building concerns and coordinating small scale renovations.
   b. Maintains an integrated work management system to track work orders, manage inventory and monitor equipment; and provides data analysis and reporting.
   c. Manages the budget and provides financial management, including contract payments and tenant funding.
   d. Provides contract writing, bidding, administration and procurement services.
   e. Manages the City’s building art and sculpture portfolio.
1. Expense Budget and Revenue
   a. Monitors and implements the agency-wide Personal Services (PS) and Other Than Personal Services (OTPS) Budgets to ensure that DCAS has sufficient funding for its operations; and monitors DCAS’ Revenue Budget with timely internal/external notification of any surplus/deficit within revenue accounts.
   b. Acts as a liaison to the NYC Office of Management and Budget (OMB); works with DCAS to identify additional funding requirements (new needs) and to prepare justifications for OMB; and develops and recommends agency savings programs as requested by OMB.
   c. Monitors intra-City accounts (such as the Heat, Light and Power Budget, Gas Card, Auto Parts and Auto Maintenance).

2. Audits and Accounts
   a. Ensures timely processing and review of all procurement and vendor payment activities for its client agencies and the public; disburses payment for capital and expense funds; works on billing and collection of agency receivables; and generates journal entries and reconciles the agency’s bank accounts.
   b. Administers the employee personal expense reimbursement and accounting functions for the Public Service Corps Program.
   c. Serves as a liaison for FISA, the Department of Finance and the Office of the Comptroller.

3. Capital Budget
   a. Works to guide the agency’s capital procurement through the registration process required by OMB and the Office of the Comptroller; registers work order letters and change orders for capital contracts, and reviews invoices for capital contracts.

4. Financial Reporting
   a. Prepares executive monthly financial reports.

5. External Reimbursement
   a. Monitors and reports expense and capital expenditures incurred by DCAS that are subject to reimbursement by New York State, the Federal Government or other funds procured through grants.

6. Non-Public School Security Guard Reimbursement Program (NPS)
   a. Manages all aspects of the Citywide initiative to comply with Local Law 2 of 2016 to allow reimbursement to qualifying nonpublic elementary and secondary schools for the cost of procuring certain security guard services; processes applications for new schools, recertifications, annual budgets and periodic training seminars; and reviews invoices for reimbursements.

7. Out of Town Travel
   a. Reviews and finalizes all Out of Town travel requests.
1. Operations and Maintenance
   a. Oversees maintenance, body and component contracts, inspects and approves vehicle repairs.
   c. Coordinates with Agency Fleet Directors (AFDs) and oversight agencies on proper vehicle use and compliance; and generates the daily Fleet Service Report on readiness and conditions.
   d. Organizes fleet resources for emergency operations including fuel, light towers and generators.

2. Fiscal Management and Administration
   a. Reviews annual vehicle and equipment acquisition/rental/leasing plans and works with agencies and OMB to monitor and authorize fleet acquisitions.
   b. Works with agencies on vehicle specifications, including sustainability and the Safe Fleet Transition plan.
   c. Manages inter-agency vehicle and equipment transfers, reviews, processes and approves requests to salvage vehicles and/or parts, and facilitates online-only auctions of City Fleet vehicles.
   d. Administers the City’s Fleet Management Systems; and hosts monthly meetings with Agency Transportation Coordinators (ATCs) to review policies and updates, and facilitates vendor presentations.

3. Safety Initiative
   b. Maintains NYC Fleet’s CRASH module.
   c. Issues Citywide rules for vehicle and fleet operations, such as Fleet Manual and Drivers Handbook.
   d. Provides forms through Employee Self-Service; develops and offers training programs such as the New York State Defensive Driving Program.
   e. Works with agencies to evaluate and purchase vehicles with the highest quality safety features.

4. Sustainability Initiatives
   a. Hosts an annual Parks Department Vehicle and Equipment Show.
   b. Implements CleanFleet initiatives.
   c. Administers the biofuels program for fleet and heating.
   d. Manages the City’s electric vehicles (EVs) and charging infrastructure.
   e. Administers Local Laws governing fleet sustainability.
1. Civil Service Testing
   a. Develops, validates, administers and rates Civil Service exams.
   b. Tasked with the classification and review of civil service titles used by City agencies.
   c. Develops qualifications for positions to ensure they are compliant with New York State requirements, union standards, and meet the needs of other stakeholders.
   d. Conducts Citywide agency audits for out-of-title grievances.

2. Personnel Resources
   a. Maintains the Civil Service System, and provides guidance to City Agencies to ensure all personnel data is accurately recorded.
   b. Provides investigations of employees, employee transfers and various evaluations required to properly service former, current and future City employees.
   c. Provides structure and evaluation of the civil service hiring process.

3. Equity and Inclusion
   a. Supports recruitment and fair hiring Citywide to ensure agencies build a highly productive and empowered workforce.
   b. Promotes Civil Service employment opportunities available through City agencies to the general public.
   c. Assists Agency Personnel Officers (APOs) to ensure fair hiring practices are exercised, in order to create a diverse and equitable workforce for the City of New York.

4. Training and Development
   a. Provides training and professional development related services Citywide to ensure employees obtain and retain knowledge and tools required to increase professional productivity.
   b. Creates employment pathways and opportunities for a wide spectrum of employees by creating a portfolio of programs to support the transitioning of entry-level, mid-career, and senior level staff.

5. List Management and Audit
   a. Scores all test parts for New York City Civil Service examinations for which DCAS is responsible, including HHC and CUNY, and produces and mails test result notifications.
   b. Oversees the establishment of Civil Service lists and issues certifications of Civil Service lists to City agencies.
   c. Provides support services to all persons who have completed a Civil Service exam.

6. Workforce Reporting
   a. Provides analytical and implementation strategies to be used and shared by all City agencies.
   b. Provides statistical data on the New York City workforce, and acts as a catalyst of change by publishing strategic guidelines to be used Citywide.
   c. Assists in driving the operations of agency executives by supporting programs and initiatives by providing research and data driven tools.
1. Business Support
   a. Defines the strategic information technology blueprint with DCAS LOS; provides portfolio/program/project management to plan and execute technology solutions.
   b. Delivers New Product Initiative (NPI) technology evaluations, business analysis and data analysis.

2. Enterprise Applications Support
   a. Designs and builds technology initiatives for the LOS.
   b. Provides Readiness to Serve (RTS) support for 50+ systems in production and lower environments.
   c. Oversees information security protocols, and ensures compliance with Cyber security initiatives.

3. Network Support
   a. Delivers desktop computers, network connectivity and telecommunications to 2,600 DCAS users.
   b. Provides network infrastructure engineering support to DCAS’ 55-managed buildings.

4. LOS Support
   a. Supports Human Capital’s operations by delivering technology enhancements to Human Capital’s IT platforms, and supporting Computer Based Training systems.
   b. Supports Citywide Procurement’s operations by delivering technology enhancements to Procurement’s IT platforms.
   c. Supports Real Estate Services’ operations by maintaining legacy IPIS suite and transitioning into Archibus REMS.
   d. Supports Facilities Management’s operations by delivering technology enhancements to Archibus CMMS.
   e. Supports Energy Management’s operations by delivering technology enhancements to Energy Management’s IT platforms.
   f. Supports Fleet’s operations through providing Fuel Management Tracking SaaS support.
   g. Supports the City Record Online, and online GreenBook directory.
   h. Supports General Counsel’s Attorney Case Tracking System.
   i. Supports internal agency functions through the design and development of the internal and external DCAS websites with External Affairs, the Employee Relations Management System, compliance training agency-wide and other technology solutions.
1. Legal Services
   a. General Counsel provides expert legal advice to DCAS’ Lines of Service, represents and advocates for DCAS in various forums, and protects the agency from legal risk.

2. Human Capital, Real Estate, Procurement
   a. Counsels several Human Capital units (Exams, Civil Service Administration and Strategic Planning); provides legal counsel and training to Diversity and EEO personnel on guidelines and procedures; provides advice on human resource matters; and acts as a liaison with other agencies including the Office of Labor Relations.
   b. Litigates appeals before the NYC Civil Service Commission; coordinates with the Law Department in responding to suits against DCAS and challenges to final determinations regarding employment eligibility; investigates and responds to discrimination and harassment complaints to the Equal Employment Opportunity Commission, NYS Division of Human Rights, and the NYC Commission on Human Rights.
   c. Drafts leases, licenses, permits and other ancillary agreements for privately owned space for the City; drafts purchase agreements for the acquisition by the City; drafts leases and licenses for properties owned by the City and leased to outside parties; and handles legal work relating to the disposition of City-owned property.
   d. Acts as counsel on complex procurement and contract interpretation and enforcement issues; represents DCAS at intra-agency and inter-agency meetings; serves as a liaison with the Law Department, Mayor’s Office of Contracts and other agencies; drafts, reviews and revises procurement solicitation documents for competitive sealed bids, Requests for Proposals (RFPs), sole source negotiated acquisitions and other procurements; provides advice to the Office of Citywide Procurement (OCP) regarding bid responsiveness, vendor responsibility, bid protests, contract interpretation and other issues.

3. Citywide Occupational Safety and Health (COSH)
   a. Assists City agencies with the development of safety programs; evaluates safety and health concerns; and provides technical oversight for compliance with federal, state and local regulations.
   b. Conducts safety training to City agencies.
   c. Assists City agencies with abating safety violations and developing corrective actions.
   d. Reviews asbestos surveys of lease spaces to assess conditions of asbestos and asbestos containing materials.
   e. Performs site surveys for safety concerns and conducts inspections to identify hazardous operations at City agency worksites; attends City Agencies’ Safety and Health Committee Meetings; and coordinates with City agencies and unions to address safety concerns.
1. Portfolio Planning and Management (PPM)
   a. Electronically catalogues City-owned and leased office space.
   b. Maximizes space utilization in City-owned and leased properties.
   c. Evaluates all office space requests for consolidate opportunities.
   d. Provides long-term strategic portfolio planning.

2. Design and Project Management (D&PM)
   a. Conducts analysis of space usage, needs and planning.
   b. Provides design services; conducts cost estimates; develops scopes of work; and provides interior design and advice.
   c. Assists in lease negotiations.
   d. Assists with furniture procurement.
   e. Provides construction management in leased spaces.

3. Leasing & Acquisitions
   a. Performs strategic portfolio planning;
   b. Conducts real estate market analysis.
   c. Selects and negotiates sites.
   d. Obtains leasing approvals.
   e. Acquires private property.

4. Planning & Dispositions
   a. Conducts City portfolio planning analyses.
   b. Provides land use technical guidance.
   c. Conducts property research.
   d. Coordinates the restriction modification process.
   e. Sells City-owned property.
   f. Manages the lease portfolio.
   g. Implements efficiency initiatives in lease-in and lease-out portfolio.

5. Financial Services
   a. Performs appraisals.
   b. Conducts audits on existing leases.
   c. Administers lease portfolio.
   d. Tracks and manages receivables and billing for leased out portfolio.
   e. Manages lease out portfolio for non-payments, and lease enforcement actions.