

Department of Administrative Services
****Bureau of Property and Facilities Management***
****Bureau of Enterprise Systems and Technology***



At a Glance

DONALD J. DeFRONZO, Commissioner

Martin Anderson, Ph.D., Deputy Commissioner

Established – 1977

Statutory authority – Chapters 57, 58, 58a, 59*¹, 60a*, 61*, 61a*, 61b*, 61c*, 67, 319s, 319v and 568 of the Connecticut General Statutes.

Central office – 165 Capitol Avenue, Hartford, CT 06106

Average number of full-time employees – from 2010-2011: 325); currently: 586*

Operating expenses 2010-2011:

General Fund – \$38,120,087

Revolving Fund – \$25,715,646

Capital outlay – \$32,552

Current Operating expenses for 2011-2012*:

General Fund - \$127,442,743

Revolving Fund - \$48,728,431

Capital outlay - \$2,126,601

Organizational structure – Office of the Commissioner (including Staff Counsel, Affirmative Action, Communications Office, MIS, and Strategic Services); Business Office; Collection Services; Core-CT; Fleet Operations; Procurement Services; Small Agency Resource Team; Statewide Human Resources Management; Workers' Compensation and the Master Insurance Program; Bureau of Property and Facilities Management*; and the Bureau of Enterprise Systems and Technology*.

¹ Pursuant to P.A. 11-51, DAS was consolidated with the Department of Information Technology and parts of the Department of Public Works, effective July 1, 2011. Information followed by an asterisk (*) refers to the post-consolidation DAS.

The Office of the Claims Commissioner, the State Properties Review Board, the State Marshal Commission, and the State Insurance and Risk Management Board are also within DAS but retain independent decision-making authority.

Mission

To provide statewide policy to State of Connecticut agencies on matters related to purchasing, fleet, human resources, information technology, property and facilities management, along with other centralized services, and to supply the best possible people, goods and services to the agencies on time, in accordance with their business needs, and within statutory requirements.

Statutory Responsibility

The Department of Administrative Services (DAS) was established in 1977 as the single agency in charge of providing administrative services to other agencies. DAS's services allow the state to save money by taking advantage of economies of scale and streamlining services and processes throughout the agencies.

Under Chapter 57 of the Connecticut General Statutes, DAS is charged with the establishment of personnel policy and the personnel administration of state employees; the purchase of supplies, materials, equipment and contractual services; printing; and billing and collection services. Other statutorily-prescribed programs and services include the administration of the Set-Aside Program (also known as the Supplier Diversity Program), State Fleet Operations, distribution of surplus property, and the Master Insurance Program. Additionally, DAS is statutorily responsible for administering the Contractor Prequalification Program, which prequalifies contractors and substantial subcontractors before they may work of bid on public works contracts that are estimated to cost more than \$500,000.

DAS is also charged with operating the Small Agency Resource team ("SmART") and the consolidated Business Office, which handle the personnel, payroll, affirmative action and business office functions for several state agencies. DAS's governance over the statewide workers' compensation program is authorized under Conn. Gen. Stat. §31-248a, which requires DAS to procure and manage a third party administrator for workers' compensation claims brought against the state, to establish a fee schedule for out-of-managed care network medical services, and to create all workers' compensation operational procedures for state agencies.

Public Service

Through its Procurement Services Division, DAS establishes and administers contracts for supplies, materials, equipment and contractual services for use by executive branch state agencies. Many municipalities and non-profit organizations also utilize these contracts. These functions are handled by contracting program staff, which currently administers nearly 900 active contracts associated with over 2,000 suppliers. Other procurement programs include the administration of the Set-Aside Program (also known as the Supplier Diversity Program), the

State and Federal Surplus Program, the Contractor Prequalification Program and various other administrative support programs such as the Purchasing Card (P-card) program and Core-CT support. Through these programs, Procurement Services offers up-to-date information online, thereby enabling the agencies, vendors, municipalities and the general public to have 24/7 access to state contracts, contracting opportunities, and procurement program information and forms.

The DAS Business Office provides purchasing, accounts payable, accounts receivable, grant administration, accounting, asset management, small business set-aside goals development and reporting, budget development, administration services, mail and courier services to DAS and several other state agencies. The SmART unit provides personnel, payroll and affirmative action services to DAS and several other state agencies. The DAS Business Office and the SmART unit together provide statewide efficiencies by sharing resources, providing expertise, and promoting consistent application of applicable rules and processes.

The main objective of the statewide Workers' Compensation Program is to achieve the appropriate balance between cost-effectiveness for the State and the delivery of a responsive program to our injured employees. DAS establishes operational procedures for state agencies to use, assists them in following these procedures, and helps state agencies promote a culture of safety within their respective workforces. Pursuant to Conn. Gen. Stat. § 4a-2b, the DAS Workers' Compensation unit also administers the Master Insurance Program on behalf of state and federally-funded housing units operating under the jurisdiction of local housing authorities.

Fleet Operations serves state agencies by providing them with the most reliable, cost- and fuel-efficient vehicles available to serve their business needs, and by maintaining those state vehicles.

DAS is responsible for the management of surplus food the State of Connecticut receives through the Federal Foods Distribution Program, administered by the USDA. DAS distributes the commodities to school districts statewide through the Connecticut Food Distribution Program (FDP).

Statewide Human Resources Management serves both the public and other state agencies through job opportunities in state government, holding career fairs, hiring days and human resources training and planning.

DAS also serves taxpayers, state agencies and municipalities through its Collection Services Division. This Division recovers money owed the state in public assistance cases and charges for support of persons cared for or treated in state humane institutions, and provides billing and collection services for state agencies. Collection Services is also responsible for collecting delinquent accounts receivables, intercepting income tax refunds, rebates, and lottery winnings. Through the expanded use of technology and creative expansion of revenue opportunities, revenue for the State's General Fund is increasing every year.

Improvements/Achievements 2010-11

DAS, as a central agency, must be able to respond to its customers' needs quickly and efficiently. During FY 2011, DAS had many opportunities to demonstrate its commitment to excellence in public service, including the following:

Office of the Commissioner:

Communications Office

- Responded to all media inquiries, and 361 Freedom of Information requests.
- Wrote, designed, and published online monthly *DAS Times* newsletters and the bi-weekly *BuyLines* newsletters along with the Fleet Operations newsletter *InRoads*.
- Handled multiple projects from concept to completion for various state agencies including: the Governor's Office, Departments of Agriculture, Energy and Environmental Protection, Public Health and Veterans' Affairs, Police Officer Standards and Training Council, Board of Education and Services for the Blind, and the Probate Courts.
- Partnered with the MIS team to rebuild the architecture and design of the DAS website to be more adaptable to universal change. This new site integrates easily with existing applications used by the public to access DAS services.

Management Information Solutions (MIS)

- Developed and deployed web-based online P-Card system replacing former manual, paper-based process resulting in significant time and cost savings for state agencies, cardholders, and DAS administrators.
- Reengineered the Website Content Management system extending capabilities for distributed content authoring and enhanced authoring technologies.
- Reengineered and published new DAS website leveraging new technology and implementing current industry trends and innovations including social media integration. Site provides vital services to the public including up-to-the-minute notifications of employment and procurement opportunities. The site averages 5,000 to 6,000 daily hits to the main page with additional activity directly to subpages for specific business interests.
- Enhanced and expanded DAS Learning Center website serving all state agencies and employees, including online registration and reporting of employee training opportunities. The site averages 100 hits per day, with peaks during open registration periods.
- Developed and implemented online, paperless application making it easier and faster for external business customers wishing to do business with the state to upload required business documents for the Supplier Diversity and Contractor Prequalification programs.
- Developed and deployed first major module of the new Fleet Management System - an online, paperless review and processing of monthly DAS Fleet bills to over 90 billable department customers with approximately \$20 million in annual recoverable charges, replacing former manual paper-based process resulting in significant time and cost savings.
- Converted ECAF system to interface with new WBSCM federal system providing over \$24 million in federal funds to the state school-based and nutrition-based services –

customers and interfaces include internal DAS Federal Foods business user, contract vendor, processors, other state agencies, and over 200 school lunch programs.

- Completed two year reengineering effort of Trust Accounting monthly statement processing.
- Identified process improvement opportunity and enhanced existing Workers' Compensation system enabling state agencies to reduce Workers' Compensation First Check Reconciliation processing time by 50%.
- Deployed new Virtual RASM server to VM host increasing our system capabilities resulting in significant cost savings.

Strategic Services

- As part of the DAS Consolidation Study team, reviewed existing DAS, DOIT and DPW organizations, functions and responsibilities, and recommended approaches for consolidation to reduce staff redundancy, remove inefficiencies and provide clearer accountability.
- Provided individualized Workplace Violence Prevention and Threat Assessment Team training initiatives for several agencies and the Management Advisory Council, reaching over 200 state employees.
- Provided logistics assistance and training on the statutorily-mandated classes for the new Governor and newly appointed Commissioners.
- Managed the DAS Learning Center to provide training on 25 topics in professional development, safety, statutorily mandated training, and career development, consisting of 68 sessions serving 606 state employees from 61 agencies including Executive, Legislative and Judicial Branches, the Community College and State College systems, and UConn.
- Provided FMLA technical assistance to agency human resource professionals and state employees throughout the year relating to procedures, processing and interpretation of the state and federal laws. Facilitated four roundtable discussions on FMLA administration that resulted in revisions to several HR forms used to process FMLA requests.
- Graduated 32 managers from 21 agencies, from the Aspiring Leaders Executive Development Program, which consists of 7 modules of critical skills, executive level speakers from all three branches of government, and a capstone project proposal of benefit to the candidate's agency.
- Provided training and consulting in the use of EPM, including DMV overtime/sick leave utilization, analysis of employee dual employment status, Workers' Compensation Reconciliation modifications, DOC staffing analysis and reporting, FOI reporting, Affirmative Action report data.
- Provided workforce planning consultations, succession planning process presentations, programs on determining retirement eligibility, organizational assessments (employee satisfaction surveys customized and scored), and other strategic human resources programs to agencies.

Business Office

- Managed funds in excess of \$300 million including 86 grants and 68 specialized accounts. The office has standardized processes where possible to take advantage of economies of scale and have cross-trained staff.
- Achieved a savings to taxpayers by providing coordinated financial services for multiple agencies. In addition to the savings achieved by combining similar functions, DAS also provides unique financial services to agencies with specialized programs.

Collection Services

- For the third consecutive year, surpassed the billion dollar mark, generating over \$1.2 billion in paid claims. This was due to strong partnerships with sister state agencies, continued streamlining of processes, and the use of technology.
- Implemented upgrades to the AVATAR billing application in preparation for upcoming changes to the federally mandated HIPAA requirements.
- Implemented time- and cost-saving efficiencies as a result of the consolidation of the Connecticut Probate Court System from 154 courts into 54 probate districts.

DAS Core-CT Team

- Resolved 7,059 help desk tickets logged by Core-CT users.
- Conducted user training for over 450 participants across all agencies.
- Implemented five (5) new Time and Labor self-service agencies for a total of 27 self-service agencies and 9,028 users.
- Initiated roll-out of e-Pay in Core-CT to nine state agencies
- Processed 222,342 inventory transactions valued at approximately \$23 million.
- Successfully rolled 16,980 purchase orders into FY2012 for state agencies.
- Collaborated with the Office of Fiscal Analysis on the data feed and components for the establishment of the online searchable database for statewide expenditures pursuant to P.A. 10-155: transparency.ct.gov.

Fleet Operations

- Eliminated the paper version of monthly rental and lease charges and replaced with a new user-friendly electronic billing format that allows for easier analysis of business information, reduces processing time and reduces paper usage.
- Expanded the Fleet Daily Rental program to include additional vehicles, including a greater variety of vehicles types. The rental program has experienced phenomenal growth, with FY 2011 rentals days increasing by 82% from FY 2010.
- Optimized the parts inventory by reducing idle supplies at the three garages by 10.6% to \$103,000. Excessive and obsolete inventory also declined by 19.3%.
- Took several steps to achieve fuel savings, including:
 - Purchased low-cost fuel efficient models as replacements for vehicles that have completed their useful life and reduced the class-size of vehicle assigned wherever possible.
 - Continued to maximize miles-per-gallon (MPG) performance of fleet vehicles by including fuel saving tips in the monthly *Inroads* publication.
 - Fleet fuel consumption for the period July 2010 to April 2011 dropped 18.8% or 35,500 gallons while Fleet MPG for the same period increased 4% to 23 MPG.

- Developed and offered one-hour refresher courses on how to successfully and safely handle winter driving hazards while operating state-owned vehicles.
- Installed equipment at Fleet garages allowing Internet wireless connectivity for employees with state-issued laptops. Customers can access the state's email system at all Fleet maintenance locations while waiting for repairs on their cars.

Procurement Services

- Achieved approximately \$34 million in cost reductions through the administration of 800+ state contracts for executive branch agencies valued at \$2.4 billion. 65% of these contracts are awarded to Connecticut suppliers.
- Purchased 5,293 cases of Connecticut grown produce for a total of \$80,524, an increase of 11% from previous year.
- Collaborated with Capitol Regional Council of Governments in implementing reverse auction technology to be initiated in FY 2012.
- Provided ongoing administration of the State Contracting Portal resulting in nearly 17,000 subscribers and 352 organizations utilizing the Portal (agencies and municipalities). These organizations posted nearly 3,400 solicitations on the Portal in 2010.
- Led the data encryption/security project effort for office equipment hard drive security by negotiating for free encryption for all current copiers and hard drive removal at end of equipment placements at no cost to state. As a result, significant savings were realized and now complete data security can be ensured for the state copier fleet going forward.
- Certified 962 Connecticut owned Small and/or Minority owned companies through the Set-Aside Program and participated in several events to train businesses on the SBE/MBE certification process.
- Collaborated with the Small Business Administration, Procurement Technical Assistance Center, Federal General Service Administration, Secretary of the State and the University of Hartford on first ever Federal and State Prime/SBE/MBE training and outreach event ("Matchmaker Event") with over 70 large businesses participating.
- Achieved a rebate of \$205,863 to the general fund through continued administration of the P-Card Program and continued to roll out the Fuel Card Program to state agencies and municipalities which will result in additional rebates and streamlining of fuel tax reporting functions.
- Prequalified 736 construction contractors in the Construction Contractor Prequalification Program resulting in \$442,837 in revenue.
- Conducted 22 surplus property and vehicle auctions resulting in \$1.8 million in revenue.

Small Agency Resource Team (SmART)

- Continued to provide human resources, payroll and affirmative action services to DAS and the several small agencies supported by SmART.
- Received 17 new discrimination complaints to investigate in FY 2011 from agencies throughout the state, and completed 12 final investigation reports.

- Developed and filed on time with the Commission on Human Rights and Opportunities 13 Affirmative Action Plans, all of which received favorable approval from the Commission.
- Provided numerous training sessions to appointed officials and executive branch employees on sexual harassment prevention and equal opportunity compliance matters.

Statewide Human Resources Management

- Developed a national recruitment advertising template for statewide use in national and executive level recruitments, designed to highlight agency mission and showcase the State of Connecticut as an “Employer of Choice”.
- Participated in the Department of Labor – Veterans Workforce Development’s Career Fair for returning soldiers of the 1-102D Infantry Battalion.
- Conducted several training sessions, including executive briefing for incoming appointed officials.
- Administered 224 state examinations: 107 exams offered as continuous recruitment (78 open to the public, 4 statewide promotional, 25 agency promotional) and 117 other exams (57 open to the public, 23 statewide promotional, 37 agency promotional).
- Processed 9,122 (4,975 regular and 4,147 continuous recruitment) applications for state employment exams.
- Developed, validated and administered new multi-component promotional examinations for the classes of State Police Sergeant, State Police Master Sergeant and State Police Lieutenant.
- Number of registered users of “e-alert” State of CT exam and job posting notification system increased to 12,500
- Processed 2,324 certification requests including re-employment, SEBAC, transfers, promotions, demotions, and outside hires.
- Assisted agencies statewide in the analysis and review of agency consolidations and positions designated for refill and new organizational structures, applying sound organizational, classification and compensation principles to improve the efficient functioning of each agency.
- Conducted post-audits for 21,082 employee transactions with 1,159 error notices sent to agency users statewide. Audited transactions include promotions, demotions, hires, rehires, transfers, salary adjustments, lump sum payments, etc., for Executive Branch employees.

Workers’ Compensation

- Established the DAS Workers’ Compensation Claims Processing Center, a pilot designed for SmART agencies to transfer all workers’ compensation processing functions to subject matter experts within DAS eliminating data inaccuracies and lag times.
- Together with the Procurement Division, managed the merger of the Workers’ Compensation Third Party Administrator, GAB Robins, by Gallagher Bassett, and planned for the system claim conversion scheduled for the first quarter of FY 2012.
- Worked closely with the DOC and unions on a return to work program which yielded substantial savings to the DOC workers’ compensation budget.

- Maintained our commitment to a standardized deliverable for ergonomic safety services by completing over 275 assessments in FY 2011 within individual, group and project specific areas while investing over \$125,000 in safety services.
- State of Connecticut total paid losses for workers' compensation decreased by \$10,000,000 during FY 2011.
- Continued the administration of the Housing Authority Master Insurance Program, establishing better policy limits within the General Liability program while maintaining premium rates. DAS continued its virtual administration by providing electronic documentation to all housing authorities of all pertinent documents.

Bureau of Property & Facilities Management *(Formerly within the Department of Public Works)*

Central office - 165 Capitol Avenue, Hartford, CT 06106

Mission

To provide quality facilities and deliver cost-effective, responsive, and timely services to state agencies in the areas of planning, facilities management, leasing, property disposition and security.

Statutory Responsibility

Under Chapter 59 of the Connecticut General Statutes, the Bureau of Property & Facilities Management within DAS is responsible for:

- Acquiring property for most state agencies through leases or purchase;
- Providing facility management services, including maintenance and security, to state buildings in the greater Hartford area as well as to certain properties outside of the Hartford area; and
- Establishing and maintaining statewide security standards and providing security for certain state facilities and surplus property statewide.

Public Service

The Bureau provides facility-related services to the majority of Connecticut's state agencies and commissions. Many DAS services, such as fire protection, preventive maintenance, building improvements, recycling, housekeeping, security, parking and snow and ice removal, also benefit members of the public who visit the facilities.

The Facilities Management Division manages approximately 5 million square feet of state owned floor space in occupied and vacant state buildings. The building portfolio includes active office buildings, occupied campus facilities, laboratories, parking lots, the Governor's Residence, the Connecticut Building at the Big E and surplus property.

In addition, the CAS Management Unit has been operating the Capitol Area Energy System (CAS) district heating and cooling loop since June 2009. The CAS provides hot water for space heating and domestic hot water production, and chilled water for space cooling 24 hours per day, 7 day per week. The system currently serves 19 total facilities, totaling over 3 million square feet of building space. The space houses over 5,500 state employees and up to 4,000 private employees or patrons.

The Leasing and Property Transfer Unit's portfolio consists of approximately 2.6 million square feet of office space for 80 state agencies. There are 176 leases and approximately 85 additional lease-outs for a total of 264 lease agreements.

The Statewide Security Unit provides for the overall physical security of the state employees, clients, visitors and other assets of the State of Connecticut in both state-owned and leased facilities, except where specifically exempted by statute. Working in close partnership with the Connecticut State Police, other Federal and local law enforcement agencies, as well as the various state agencies, the SSU strives to provide a safe and secure working environment, prevent criminal activity and ensure a proper response when crimes such as assaults, burglaries, thefts, vandalism and workplace violence do occur.

Improvements/Achievements 2010-11

Facilities Management Division

- Engaged in several actions intended to reduce direct and indirect expenditures, including:
 - Replacing the nonfunctional parking garage metering system at 25 Sigourney Street. As a result of this installation, revenue is currently being generated from parking fees.
 - Removing the main power lines from the Gibson Building, and separating the remaining primaries for three occupied buildings on the Altobello Campus.
 - Improving cell tower installation at the Uncas on the Thames to facility to generate lease income.
 - Awarding a contract to replace the cooling tower and enclosure at 61 Woodland Street, Hartford.
 - Installing a new roof at the TVCCA Building on the Uncas campus.
 - Designing and bidding out a new laboratory for 9 Windsor Avenue, Windsor in preparation for the closure of the building at 10 Clinton Avenue, Hartford.
 - Installing a new roof at 24 Wolcott Hill Road, Wethersfield.
 - Installing a new automatic energy efficient entrance at 300 Corporate Place, Rocky Hill.

- Initiated state fire marshal inspections of certain state owned and operated buildings. The inspections, many of which are completed, have resolved some longstanding fire code issues and will ensure compliance with the current code.
- Made building repairs and improvements at multiple DAS-managed properties to abate safety hazards and to recondition non-functional equipment.
- Took on care and control of the former Cedarcrest Hospital in Newington, a closed state-owned psychiatric facility. The property consists of 15 buildings on 75 acres of land. The state is currently exploring re-use options for this surplus site.

Leasing and Property Transfer Unit

- Continued to reduce the amount of square footage leased by collapsing leases when possible and placing agencies in state owned space.
- Continued its series of informational sessions for the agencies it serves, explaining the leasing process from start to finish. The unit's goal is to facilitate future leasing needs by ensuring that agencies know the proper procedures.
- In conjunction with the Office of Policy and Management and SIRMB, engaged in a LEAN project for the State's leasing process to reduce the processing time from the current 18-24 months to an estimated 12 months.
- Continued its efforts to sell surplus state property, including the Nathan Hale Hall in Willimantic, the Seaside Regional Center in Waterford, and the Bristol Armory.
- Continued its efforts to acquire real property for client agencies, including the Commission on Fire Prevention and Control and the Connecticut State University System.

Capitol Area System ("CAS") Management Unit

- Implemented aggressive maintenance programs and improvement projects designed to improve efficiency, and assure sustained and uninterrupted operation of the CAS.

Statewide Security Unit

- Responded to security-related questions and issues raised by state agencies.
- Fulfilled on-going building security program responsibilities includes establishing building security standards, conducting facility risk assessments at both state-owned and leased sites, documenting recommendations for security-related improvements, such as policies and procedures, the purchase, installation and administration of security equipment and systems, including but not limited to access control, burglar and duress alarms, and video surveillance equipment as well as improvements to contractual guard services.

Bureau of Enterprise Systems and Technology

(formerly the Department of Information Technology)

MARK RAYMOND, Chief Information Officer
Central office – 101 East River Drive, East Hartford, CT 06108

Mission

The mission of the Bureau of Enterprise Systems and Technology is to provide quality information technology (IT) services and solutions to customers, effectively aligning business and technology objectives through collaboration, in order to provide the most cost-effective solutions that facilitate and improve the conduct of business for our state residents, businesses, visitors and government entities.

Statutory Responsibility

Under Chapter 61 of the Connecticut General Statutes, the Bureau of Enterprise Systems and Technologies is responsible for developing and implementing an information and telecommunication systems strategic plan and developing statewide guidelines, policies and procedures for use of information technology for State agencies.

Improvements/Achievements 2010-11

Enterprise Standards and Practices

- Continued deployment of standard project management practices across the executive branch, with continued application of the statewide system development methodology (SDM) to IT projects. These practices help agencies deliver major projects more quickly and accurately, prioritize IT projects, manage issues and risk more effectively and increase accountability from project participants and IT vendors. This year a new methodology for IT infrastructure was added.
- Applied Project Management best practices to 75 projects on average each month in executive branch agencies, with a combined project implementation cost estimated at approximately \$174 million. This also included reviews for major IT projects when the project is valued at more than one million dollars, requires more than six months work effort and/or has a major/enterprise impact. This year 68 projects comprising efforts from 25 different agencies were reviewed.
- Expanded the online Learning Center, adding 12 new training segments. The learning center provides a cost effective, on-demand resource for state project teams. The online center now offers 63 custom developed videos, presentations, and other reference

materials on the system development methodology, project documentation and project management skill sets.

Security

- Established and executed firewall policies to prevent unauthorized access to state systems and data from the internet. In FY 2011, the firewall system blocked an average 2.75 million access attempts daily and close to 1 billion access attempts per year. Our second layer of intrusion prevention protection blocked an additional 3.72 million internal and external intrusion attempts in FY 2011.
- Upgraded internet filtering system, providing agencies with expanded filtering, reporting, diagnostic and response tools.
- Designed and implemented Video Teleconferencing to provide conferencing to seven key State agencies and external entities during a Pandemic situation. Its scope has since grown and VTC is being implemented to reduce travel costs, increase productivity and support environmental initiatives. BEST administers and supports the infrastructure while providing guidance, training and implementation support to participating agencies.
- In conjunction with DESPP, provided on-scene communications for various situations and incidents giving the State of CT and municipalities the capability to provide a command post/operating center at any location. This asset is a transportable satellite uplink which connects to the State of CT network and is deployable to provide phone, computer and video teleconference access within 30 minutes.
- Tested recovery capabilities of IT systems across two “around-the-clock” disaster backup and recovery exercises spanning 152 hours.
- Continued to secure and manage resources enabling government access to communication lines during times of emergency or crisis in the nation's communications infrastructure.
- Administered LMS and provided guidance and support to customer agencies. There are currently 13 agencies utilizing this system.
 - For the FY 2011 there were 21,710 licenses utilized.
 - A total of 6,096 courses were offered which includes 18,487 Instructor Lead Training (ILT) classes and 345 Web Base Training (WBT) classes.
- Provided cyber security expertise to DEMHS through the provision of a State Agency Liaison Officer (SAILO) to the Connecticut Intelligence Center (CTIC).
- Provided digital forensic and investigative support expertise to State agencies in support of administrative and criminal investigations involving digital evidence.

Application Development and Support

- Developed, maintained and leveraged the state’s Online Payment application. The application provides connection for credit card payment processing for agency services,

licenses, fees and fines easing the ability of citizens and businesses to transact on-line with the state.

- Seven state agencies are using this service (DMV, DCP, DOI, DPH, Ethics, SDE and SOT), completing 250,000 transactions a year.
- Provided developer and hosting services to nine small agencies without their own IT resources. The applications are a mix of old applications built by consultants who have now discontinued their services or which were previously supported by staff who have left state service.
- Designed and deployed portal templates for state agencies which are consistent and easy to use by people accessing state agency sites.
 - 107 Portal Sites are created and maintained on the web for 86 state agencies.
 - The Portal contains 35,000 pages of content, 131,000 documents supporting state agency business processes. Maintenance of the agencies' web content is supported by local content administrators.
- Expanded usage of centralized electronic licensing solution to additional agencies in FY 11. This solution allows many individuals and businesses to get licenses from the state online.
- Supported the Health Information Technology Exchange Board (HITE-CT) in the issuance and evaluation of the RFP for the reasonable use of secure messaging and document transport in the state for all hospitals, practitioners and laboratories that wish to participate in accordance of the terms of the funding by the Office of the National Coordinator. In addition, provided consultation as needed to the Connecticut Health Insurance Exchange Grant Planning Committee supporting the Committee and special advisor to the Governor for Health Care Reform.

Operations

- Implemented the DMV Modernization CIVLS project Release 1. Release 1 included the design, implementation and testing of the physical architecture, as well as the implementation of the back office applications. This is the foundational implementation and has positioned the DMV to be able to implement all functionality to be delivered with the modernization project.
- Implemented the DOIT SharePoint Environment, to provide the infrastructure and services required for agency collaboration. This environment will provide a SharePoint private cloud service for State agencies.
- Implemented a Microsoft SQL 2008 shared database environment, thus positioning the State to take advantage of the latest Microsoft database technologies. This environment brings greater flexibility and reliability to Executive branch agencies to enhance their business delivery capabilities and reduces Total Cost of Ownership (TCO).
- Implemented the Criminal Justice Information System CIDRIS application, allowing DUI information to be shared across all criminal justice communities. This will enable all agencies to have highly needed information in a timely and accurate manner.

- Implemented new Z10 mainframe in production, providing the state with improved technology over the previous z9 model with real savings in hardware maintenance and software license costs.
 - Allowing the state to save \$240,000 per year in IBM hardware and software costs.
 - Reducing yearly vendor software maintenance by approximately \$9,000 and eliminated \$125,424 for upgrade fees and cost avoidance for the additional hardware of \$376,000.
 - Implemented Enterprise Content Management System, an enterprise solution for organizing and storing agencies documents. This system benefits the state in several ways:
 - Reducing software costs, staffing to maintain and administer separate systems, power and cooling and centralized storage;
 - Improving the state's position with regard to disaster recovery; and
 - Allowing documents stored to be in electronic format with the availability for searching those documents in several ways, such as keyword searches.
 - Improving cross-agency workflow collaboration.
 - Implemented zLinux on the mainframe, providing the state with a lower total cost of ownership for server consolidation on IBM's System z mainframe with advanced virtualization technology. This "shared resources" environment provides lower costs for server consolidation and new applications. Network complexity, switches, firewalls and power and cooling are greatly reduced in this environment.
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Boards and Commissions Within DAS

Office of the Claims Commissioner

At a Glance

J. Paul Vance, Claims Commissioner (as of August 15, 2011)

James R. Smith, Claims Commissioner (retired as of July 1, 2011)

Established – 1959

Statutory authority – Chapter 53 of the Connecticut General Statutes

Central office – 999 Asylum Avenue, Suite 204, Hartford, CT 06105

Statutory Authority

The state, unlike most of its citizens, is immune from liability and from suit. Unless the legislature has granted its consent the state cannot be held liable in a legal action for any damage or injury or for the cost of any goods, services or benefits received by state officials or agencies.

Article Eleven, §4 of the Connecticut Constitution provides that: “Claims against the state shall be resolved in such manner as may be provided by law.” For certain actions, the Connecticut General Assembly has waived the sovereign immunity of the state by statute:

- Conn. Gen. Stat. § 13a-144 permits persons alleging injuries or losses caused by a defective highway or bridge to file suit against the Commissioner of Transportation in Superior Court.
- Conn. Gen. Stat. § 52-556 grants permission to sue when an alleged injury results from a motor vehicle accident involving an insured state vehicle operated by a state officer or employee.
- Conn. Gen. Stat. § 4-61 authorizes those who have entered into a highway or public works contract with the state to bring disputed claims directly to court.
- Conn. Gen. Stat. § 17a-550 allows a person injured by a violation of the patient’s bill of rights for mentally ill people to sue the state or its commissioners for damages.
- Conn. Gen. Stat. § 19a-24, allows people to sue the commissioners of Public Health and Developmental Services, their staffs, and certain other related entities for official acts or omissions if the damage claims exceed \$7,500.

In most other cases there is no legal remedy available unless the sovereign immunity is waived by the Claims Commissioner or the General Assembly. A person claiming to be injured or damaged as a result of state action must pursue a claim through the Office of the Claims Commissioner. The duties and jurisdiction of the Claims Commissioner, who is appointed by the Governor with approval of the General Assembly, are delineated by Chapter 53 of the Connecticut General Statutes.

Public Service

The Claims Commissioner hears and considers claims made against the state and decides whether a claim is a “just claim.” Conn. Gen. Stat. § 4-141 defines a “just claim” as a claim which in equity and justice the state should pay, provided the state has caused damage or injury or has received a benefit.

Certain claims are “excepted” from the jurisdiction of the Claims Commissioner, including (1) Claims for the periodic payment of disability, pension, retirement or other employment benefits; (2) claims upon which suit otherwise is authorized by law including suits to recover similar relief arising from the same set of facts; (3) claims for which an administrative hearing procedure otherwise is established by law; (4) requests by political subdivisions of the state for the payment of grants in lieu of taxes, and (5) claims for the refund of taxes. If a claim filed is “excepted” by statute the Commissioner lacks jurisdiction and the claim must be dismissed.

For claims under \$5,000 the Commissioner may waive a hearing and proceed upon affidavits filed by the claimant and the state agency concerned. For claims in excess of \$5,000 the Claims Commissioner conducts a formal hearing. After a hearing, if the Claims Commissioner decides that a claim is a “just claim” because the alleged damage or injury was caused by the state, or because the state received a benefit, the Commissioner may either award payment in an amount up to \$7,500 or recommend payment in excess of \$7,500 to the General Assembly. If requested by the claimant, the Commissioner may grant authorization to sue the state in Superior Court if in the Commissioner’s opinion, the claim is just and equitable and presents an issue of law or fact under which the state, were it a private person, could be liable. Those claims are then tried to a court (not a jury). Appeals from decisions of the Commissioner are made to the General Assembly.

The Commissioner exercises jurisdiction only under the precise circumstances and in the manner particularly prescribed in the General Statutes. The parties cannot confer jurisdiction upon the commissioner by agreement, waiver or conduct. Although the State is represented, in most cases, by the Attorney General’s Office, the Claims Commissioner has an independent duty to insure that only “just claims” are granted.

Summary of FY 2011 Claims Activity

- During FY 2011, the Commissioner received 379 new claims. A total of 120 of those new claims were adjudicated or disposed of in FY 2011. A total of 446 total claims were adjudicated in FY 2011.
- Of the 379 new claims filed in FY 2011, 88 were filed by inmates. Of the 446 claims adjudicated during this year, 87 were claims which arose while the claimant was an inmate and in the custody of the Department of Correction.
- Of the 446 claims adjudicated in FY 2011, 291 were either abandoned or withdrawn. Of the remaining 155 claims, the Commissioner found that 69 were “just claims.”
- The Commissioner entered awards totaling \$130,132.40 for 70 claims where the award did not exceed \$7,500. One claim was referred to the General Assembly for a proposed

award in excess of \$7,500. Fourteen additional claimants were granted permission to sue the state.

State Insurance Risk and Management Board

At a Glance

M. Alice Sherman, Chairperson

Seth T. Mahler, Vice Chairman

Established – 1963

Statutory authority – Chapter 57a of the Connecticut General Statutes

Central office – 165 Capitol Avenue, Hartford, CT 06106

Average number of DAS employees assigned to the Board – 2

Recurring operating expenditures - \$12,897,704.26

Organizational structure - The State Insurance and Risk Management Board consists of eleven members, appointed by the Governor, and the State Comptroller, who is an ex-officio member. As of June 30, 2011, the Board members were M. Alice Sherman (Chair); Seth T. Mahler (Vice Chair); Robert J. Broomall; Robert B. Gyle III; Wallace J. Irish, Jr.; Pamela J. Kedderis; Marjorie F. B. Lemmon; Patrick Mahon; Edward S. Pocock III; Linda R. Savitsky; Denise V. Zamore, Esq. and Kevin Lembo (Ex-Officio Member).

Mission

The mission of the State Insurance and Risk Management Board is to protect assets of the State of Connecticut through a comprehensive and cost effective insurance and risk management program.

Statutory Responsibility

As set forth in Chapter 57a of the Connecticut General Statutes, the principal duties of the Board are to:

- Determine the method by which the state shall insure itself against losses by the purchase of insurance;
- Obtain the broadest coverage at the most reasonable cost;
- Direct negotiations for the purchase of such insurance and determine the applicability of deductibles and self-insurance;
- Designate the Agent or Agents of Record and select companies from which the insurance coverage shall be purchased;
- Negotiate all elements of insurance premiums and the agent's commission and/or fee for service

- Establish specifications and request bids for each insurance contract through the Agent of Record; and
- Develop and implement Risk Management Programs.

Public Service

Board members are appointed by the Governor, serve as volunteers and receive no compensation for the performance of their duties. The State Comptroller serves as an ex-officio member of the Board. The staff to the Board is readily available to all state agencies on matters relating to risk management and casualty and property insurance. The focus is to promptly respond to state agencies in an effective, timely and professional manner.

The Board serves as the focal point of all non-employment related risk management and insurance matters affecting the state. As such, the Board's services benefit every agency, department, commission and board and their respective employees by minimizing the financial effect of loss to property and providing protection and service for liability claims not precluded by sovereign immunity.

The Board continues to take steps to identify and address the state's unique exposures. The Board has designed an insurance/risk management program to respond to its statutory responsibility and protect the assets of the state. The Board follows basic risk management principles in identifying exposures and examining and selecting techniques. Appropriate levels of insurance for a reasonable cost are currently maintained. Some of the risk management techniques implemented by the Board include holding large loss review meetings, conducting training sessions for state personnel, and engaging in monthly property inspections and accident review committee meetings. The Board measures the effectiveness of these techniques by establishing a benchmark of past loss experience and comparing that standard to current loss experience.

Improvements/Achievements 2010-11

- Provided training and guidance on insurance requirements for contracts and agreements to DOT, DECD, DEP, DPW, UConn, UCHC, Community Colleges and CSU System.
- Worked with UConn and UCHC to provide insurance requirements and risk management initiatives for several significant capital improvement programs.
- Worked with DOT on using the ACORD Certificate of Insurance in replacement of the CON-32 and CON-32A.
- Conducted semi-annual Large Loss Reviews and a Claim Review Audit of the Third Party Administrator.
- Coordinated training session for facility personnel of Department of Correction and Bradley Airport on identifying risk improvement opportunities and loss prevention practices to safeguard against loss.

Feasibility of Self-Insurance & Claims Analysis

As statutorily required, the Board continues to assess the feasibility of self-insurance (including deductibles and retentions) as a possible alternative to commercial insurance. Under the present program, these cost effective risk assumptions are maintained by incorporating

retentions and deductibles in property and liability policies. Deductibles and/or self-insured retentions are used to reduce the overall cost of risk.

The property insurance program is subject to a \$250,000 per occurrence deductible. This deductible is the responsibility of each state agency. This deductible allows the Board to purchase catastrophic coverage at a cost effective rate. The insurance program provides proactive engineering services to help avoid or mitigate property damage within the deductible. This insurance program with an emphasis on self-retention and engineering has been highly successful.

The Board continues to utilize a \$4,000,000 self-insured retention on the casualty program. The \$4,000,000 self-insured retention is the responsibility of the Board. Claims within the self-insured retention are trended, developed and estimated with the assistance of independent actuarial projections. Claim payments have been within projected and budgeted amounts. In light of exposures and legal defenses, the casualty limits are appropriate. A proper balance of self-insurance and insurance is maintained. The casualty self-insurance/insurance program is an effective risk management tool. The Board continues to monitor and evaluate the retention level for this policy.

Gross expenditures for the fiscal year amounted to \$16,645,475.63 of which \$7,066,534.57 represents self-insured/deductible and third party administrative fee reimbursements in accordance with various insurance policy provisions. Reimbursements amounted to \$3,747,771.37, which represents refunds including return premiums and reimbursements from departments and agencies for insurance purchased on their behalf and for which reimbursement provisions are made in the statutes or through some other means.

The Board's evaluation of the Agent of Record reinforces the position that the services provided to the State meet and/or exceed the requirements in all areas. The Agent of Record's income for the fiscal year was \$299,583.33 and was paid in monthly installments. Specialty Risk Services, the state's Third Party Administrator, handles liability claims within the self-insured retention. The total amount of fees paid to Specialty Risk Services was \$957,572.01.

The insurance program is subject to competitive bidding and premiums have been within reasonable parameters. Limits are set based upon historical perspective and industry standards.

The Board reports that it does business only with those insurance companies, which are licensed or approved by the State of Connecticut Insurance Department.

2010-11 Insurance Expenditures

<u>Category</u>	<u>Amount</u>
Accident & Health	\$ 535,396.47
Agent of Record Fee	\$ 321,134.58
Aircraft/Airport	\$ 281,574.39

Boiler and Machinery	\$ 234,000.00
Fire & Extended Coverage	\$ 4,244,656.00
Liability & Dram Act	\$ 1,944,538.43
Highway Liability	\$ 1,077,741.01
Motor Vehicles	\$ 6,553,790.59
Buses	\$ 1,129,652.96
Watercraft	\$ 100,819.24
Miscellaneous & Others	\$ 166,580.96
Risk Management Expenses	\$ -0-
Surety Bonds	\$ 55,591.00
TOTAL GROSS EXPENDITURES	\$16,645,475.63
LESS: REIMBURSEMENTS	\$(3,747,771.37)
TOTAL NET EXPENDITURES	\$12,897,704.26

**Status and Disposition of Claims
FY 2010-11**

A) Pending Claims Over \$100,000

Category	Claim Count	Total Outstanding
Automobile Liability	14	\$8,108,000.00
General Liability	0	\$0.00

B) New Claims Filed During FY 2010-11

Category	Claim Count
Automobile Liability	709
General Liability	584

C) Settled Claims Over \$100,000

Category	Claim Count	Total Paid
Automobile Liability	7	\$6,311,000.00
General Liability	4	\$3,861,102.00

State Marshal Commission

At a Glance

Peter J. Martin, Chairman

William W. Cote, Vice-Chair

Statutory authority – Chapter 78 of the Connecticut General Statutes

Central office – 165 Capitol Avenue, Room 483, Hartford, CT 06106

Average number of DAS employees assigned to the Board – 3

Organizational structure – As of June 30, 2011 the Commission’s eight members were Peter J. Martin, William W. Cote, Joel I. Rudikoff, Vincent Mauro Jr., Hon. William T. Cremins, Joseph Ubaldi, Michael Cronin, and Erron Smith. The two Ex-Officio members are Marshal Lisa Stevenson and Marshal Thomas Burke.

Mission

The mission of the State Marshal Commission is to provide oversight of State Marshals and the duties and activities that they perform in order to ensure that marshals are in compliance with State laws, regulations and procedures.

Statutory Responsibility

Pursuant to Conn. Gen. Stat. § 6-38b and other provisions in Chapter 78 of the General Statutes, the State Marshal Commission is responsible for:

- Establishing professional standards, including training requirements and minimum fees, for the execution and service of process;
- Equitably assigning service of restraining orders to state marshals in each county and ensuring that such restraining orders are served expeditiously;
- Filling vacancies in the position of state marshal in any county;
- Investigating complaints, holding hearings and determining whether just cause exists to remove the appointment of state marshals; and
- Reviewing and auditing marshals’ accounts.

Public Service

The State Marshal Commission is a non-partisan commission that oversees the conduct of state marshals – independent contractors who are hired by the general public and who work with the judicial branch to serve and execute civil process, restraining orders, post-judgment remedies, and other legal orders. The Commission adopts policies to regulate the conduct of state marshals and serves as an impartial arbiter of complaints against marshals to ensure that marshals comply with all applicable laws and policies, that critical judicial orders such as restraining orders are timely served, and that marshal clients receive the service for which they have contracted in a timely and efficient fashion.

Improvements/Achievements 2010-11

- Initiated a State Marshal website to provide a better information resource for the general public.
- Initiated a mass e-mailing system to the 219 state marshals to avoid printing and mailing costs associated with informational and administrative bulletins.

- Achieved cost savings in our training budget by partnering with another state agency (POST) to provide mandatory training for our capias unit, thereby avoiding the expense of contract vendors.

State Properties Review Board

At a Glance

Edwin S. Greenberg, Chairman

Bennett Millstein, Vice Chairman

Established - 1975

Statutory authority - CGS §. 4b-3

Central office - 165 Capitol Avenue, Room #123, Hartford CT 06106

Average number of DAS employees assigned to support the Board - 2

Organizational structure - The State Properties Review Board consists of six members, appointed on a bi-partisan basis; three are appointed jointly by the Speaker of the House and the President Pro Tempore of the Senate; and three are appointed jointly by the Minority Leader of the House and the Minority Leader of the Senate. As of June 30, 2011, the members were Edwin S. Greenberg, Chairman; Bennett Millstein, Vice Chairman; Bruce Josephy, Secretary; Mark A. Norman; Pasquale A. Pepe and John P. Valengavich.

Mission

The mission of the State Properties Review Board is to provide oversight of State real estate activities, acquisition of farm development rights, and the hiring of architects, engineers and other construction-related professionals, as proposed by state executive branch agencies. In accomplishing this legislative mandate, the Board provides guidance and assistance to State client-agencies to ensure that transactions are done in a prudent, business-like manner, that costs are reasonable, and that proposals are in compliance with State laws, regulations and procedures.

Statutory Responsibility

Pursuant to Conn. Gen. Stat. § 4b-3, the Board reviews plans for transactions involving the acquisition, construction, development, assignment to and leasing of offices and other facilities for various agencies of the State. The Board reviews proposals involving the lease or sale of state-owned real estate to third parties. The Board approves both the selection of and contracts with architects, engineers and other consultants for major construction projects proposed by the Commissioner of Public Works. In addition, the Board reviews, evaluates and approves the acquisition of development rights for farm land proposed by the Commissioner of Agriculture.

Pursuant to Conn. Gen. Stat. § 8-273a, the Board hears appeals from any aggrieved party concerning the amount of compensation paid by the Department of Transportation for outdoor advertising structures.

Under the provisions of Conn. Gen. Stat. § 13a-80i, if requested by an eligible property owner, the State Properties Review Board schedules a mediation conducted by a panel of three designees from the Office of Policy and Management, and the Departments of Public Works and Environmental Protection. The mediation panel is tasked with assisting the Department of Transportation to reach an agreement concerning the sale of real estate to the eligible owner.

Public Service

In reviewing and approving the various transactions proposed by the client-agencies, the Board has the opportunity to modify and improve the proposals to ensure that they reflect market prices favorable to the state, are financially prudent, and conform to state laws. The Board typically achieves quantifiable savings to state taxpayers, usually in excess of the costs of Board operating expenditures.

Improvements/Achievements 2010-11

- The Board reviewed a total of 294 proposals during the fiscal year.
 - 37% from the Department of Public Works
 - 56 % from the Department of Transportation
 - 7 % from all other agencies.
- The average time to review the proposals was 18.57 calendar days per contract (including weekends and holidays).
- The Board's recommendations resulted in quantifiable annual taxpayer savings in third party transaction costs of approximately \$785,752.
- The Board and its staff have also been active participants in a LEAN project in partnership with OPM, DAS and DPW. Through this working group, these agencies have developed initiatives to streamline the state leasing process.

Other Information Required by Statute

Equal Employment Opportunity Reporting Requirement

The Department of Administrative Services (DAS) is an affirmative action employer and is committed to providing and promoting equal opportunities in all of its activities and services. DAS's Affirmative Action Plan for the period ending May 31, 2010 was approved by the Commissioner on Human Rights and Opportunities on December 8 2010.

Employment Statistics

Pursuant to Conn. Gen. Stat. § 5-204, the Commissioner of Administrative Services provides the following information:

- The total of all executive branch state employees (full-time, part-time, other): 31,972 full-time, 4,005 part-time, 0 other
- The total of all state employees in classified service (full-time, part-time, other): 32,660 full-time, 3,536 part-time, 0 other
- Total of turnover separation figures statewide (full-time, part-time, other): 16,795 full-time, 7,371 part-time, 0 other
- Total of classified turnover separation figures state-wide (full-time, part-time, other): 1,025 full-time, 985 part-time, 0 other
- The total of all state employees (All branches of state government, and including all state agencies and quasi-public agencies for persons listed in any active employment status): 76,528 full-time, 13,317 part-time, 0 other

Distribution to the Office of the State Comptroller

- Reporting Package
- Fixed Assets/Property Inventory Report
- Statewide Cost Allocation Plan

Distribution to the Office of Fiscal Analysis

- Annual Financial Statements for Internal Service Funds.

Standardization Transactions

In accordance with Conn. Gen. Stat. § 4a-58, the following is a statement of all Standardization Transactions approved during the period July 1, 2010 through June 30, 2011:

<u>Number</u>	<u>Dates</u>	<u>Agency & Description</u>	<u>\$ Value</u>
5113	7/14/2010	DSS - Bowe Bell & Howell – Maintenance	\$ 33,827.00
5114	7/22/2010	DOL - Credit Protection Services	\$ 46,800.00
5115	8/10/2010	DECD - Data Collection of Town Property	\$ 15,000.00
5116	8/12/2010	DEP Fuel Catalyts	\$ 8,240.00
5117	8/22/2010	DOC OpScan Scanner Sole Source	\$ 18,868.00
5118	8/26/2010	Military Dept.: Re-Skin Megadoors Army Aviation	\$ 114,000.00
5119	9/9/2010	Expansion of Existing Integrated Security System at Bradley Preventive Maintenance for Kidde Fire Trainer T2000 for Comm. Fire Prevention & Control	\$3,157,000.00
5120	9/21/2010		\$ 31,525.00
5121	9/28/2010	DOL - Respirator Tester, Etc.	\$ 28,785.00
5122	11/5/2010	DOC - Inmate Housing Security Door Touch Control Panels	\$ 15,530.00
5123	12/9/2010	DPW - Production Service Gov. Elect.	\$ 70,000.00
5124	12/21/2010	DOL - Mail Star 500 Maintenance	\$ 31,571.00
5125	12/22/2010	DOC - Materials to Install Metasys Workstations	\$ 11,800.00
5126	12/22/2010	DMHAS-CVH Renewal Std. Trans. #4059 (Chillers) (to amend Std. Trans. 4059)	\$ 20,600.00
5127	12/28/2010	DOT - Repair Traffic Counting Recorders	\$ 23,294.20
5128	12/8/2010	DOT - Amano McGann Parking System Upgrade, Bradley Int'l. Airport	\$ 200,389.75

5129	12/10/2010	DOT - Update to Information Display System	\$ 199,932.00
5130	1/18/2011	OCME - Forensic Drug Detection Kits	\$ 10,368.00
5131	1/28/2011	DOT - Emergency Rental of Equip. to Assist City of Hartford Snow Removal	\$ 20,000.00
5132	2/1/2011	DPS - Emergency Snow Removal, Troop C	\$ 20,000.00
5133	2/1/2011	DOT - Emergency Snow Removal #26500	\$ 50,000.00
5134	2/1/2011	DOT - Emergency Snow Removal	\$ 50,000.00
5135	2/1/2011	DOT - Emergency Snow Removal	\$ 50,000.00
5136	2/2/2011	DOT - Emergency Snow Removal	\$ 50,000.00
5137	2/2/2011	DOT - Emergency Snow Removal	\$ 49,999.00
5138	2/3/2011	DOT - Ice Removal	\$ 49,999.00
5139	2/3/2011	DOT - Emergency Snow Removal	\$ 49,999.00
5140	2/3/2011	DOT - Emergency Snow Removal	\$ 49,999.00
5141	2/4/2011	DOT - Emergency Snow and Ice Removal from Roofs, 2800 Berlin Tnpk.	\$ 48,000.00
5142	2/4/2011	DOT - Emergency Snow/Ice Removal - Putnam Maintenance Facility	\$ 42,000.00
5143	2/4/2011	DOT - Emergency Snow/Ice Removal - Bolton Maintenance Facility	\$ 42,000.00
5144	2/4/2011	DOT - District 4 Emergency Rental of Trucks with Plows	\$ 45,000.00
5145	2/4/2011	DOT - District 4 Emergency Rental of Trucks with Plows	\$ 20,000.00
5146	2/4/2011	DOT - Emergency Rental of Tri-Axle Trucks - Snow/Ice	\$ 45,000.00
5147	2/4/2011	Emergency Rental of Trucks/Plows - District 4	\$ 20,000.00
5148	2/4/2011	Emergency Snow/Ice Removal, Bradley Airport	\$ 49,999.00
5149	2/8/2011	Sole Source - Ludlum Meters-DEMHS	\$ 175,158.00
5150	2/10/2011	DPS/State Police - Purchase Office Trailer	\$ 38,045.41
5151	2/10/2011	DOT - Emergency Rental of Equipment for Emergency Snow Removal	\$ 45,000.00
5152	2/10/2011	DOT - Emergency Rental of Tri-Axle Trucks for Emergency Snow	\$ 45,000.00
5153	2/16/2011	Library - Emergency Snow Removal	\$ 20,000.00
5154	2/16/2011	Library - Emergency Snow Removal	\$ 30,000.00
5155	2/17/2011	Emergency Removal of Snow for Riverview Hospital	\$ 17,640.00
5156	2/17/2011	Emergency Snow Removal - DCF, High Meadows	\$ 18,243.75
5157	2/22/2011	Emergency Snow Removal - DCF, Juvenile Training School	\$ 44,200.00
5158	2/22/2011	Emergency Snow Removal - CT Children's Place, Riverview Hospital	\$ 45,000.00
5159	2/24/2011	OSCOR BLUE 24 GHz Spectrum Analyzer	\$ 48,940.00
5160	3/1/2011	OpScan Scanner – DOC	\$ 5,072.00
5161	3/2/2011	DCF - Riverview Hospital - Emergency Snow Removal	\$ 27,540.00
5162	3/2/2011	DDS - Group III, Emergency Snow Removal	\$ 45,000.00
5163	3/3/2011	Dept. of Agriculture - Dairy Equipment - Repair	\$ 18,927.78
5164	3/15/2011	DOT/Aluminum Grate Floor Mat Material for Terminal A at Bradley Int'l. Airport	\$ 40,000.00
5165	3/28/2011	BESB/Textured Literacy Project Story Kits, Subscription Project/Field Trips	\$ 37,250.00
5166	4/4/2011	DEP - Ultrasonic Telemetry Equipment	\$ 570,000.00
5167	4/6/2011	CCT - Artist's Painting Restoration, Cheney Tech.	\$ 3,500.00
5168	4/18/2011	DOT - Upgrade Gentrack 20/20 Display System	\$ 38,582.08
5169	4/27/2011	DDS - West Region Communication System for Client	\$ 10,759.00
5170	4/28/2011	DMHAS - CVH, Middletown, CT	\$ 49,487.40
5171	5/2/2011	DEP - Installation of Box Culverts	\$ 60,000.00
5172	6/13/2011	DPS - Law Enforcement Surveillance Equipment	\$ 15,281.00
5173	6/21/2011	DMHAS-CVH - Emergency Repair of 489 Generator at CVH, Power Plant	\$ 12,915.00
5174	6/22/2011	DPS - Fleet Maintenance Program	\$ 200,000.00
TOTAL			\$ 1,796,540.42
			\$ 4,654,525.95
GRAND TOTAL			\$ 6,451,066.37