

# **OFFICE OF GENERAL SERVICES**

## **MISSION**

The Office of General Services (OGS) was established to consolidate into a single agency state-of-the-art, cost efficient support services required to operate a changing and increasingly complex State government. These included telecommunications and computer systems, building design and construction, leasing, facility maintenance, purchasing of goods and services, and other basic support services, including mail, parking, printing and surplus property.

In recent years, these activities have continued and evolved to meet State government's changing needs. Many additional responsibilities have been added to make the Office the central "housekeeping" agency for the State. Among these more recent responsibilities are the purchasing of new technologies, participating in the statewide financing of various types of equipment, and overseeing the distribution of surplus Federal food to public and private organizations.

The Office supports the operations of State agencies by providing voice and data communications; centralized information processing; space planning and leasing; real property management and maintenance; centralized contracting for commodities, services and printing; employee and visitor parking management; and interagency mail and courier assistance. The Office also helps local governments reduce their operating costs by distributing federally donated foods and surplus equipment to them, and by offering them the use of its centralized commodity and service contracts.

## **ORGANIZATION AND STAFFING**

The Office is headed by a Commissioner, who is appointed by the Governor, with a central, executive staff and is structured around customer-focused, business enterprises: Real Property Management and Development; Information Technology and Procurement Services; Design and Construction; and Support Services. The Office will have a workforce of 2,130 positions for 2000-01.

In the Spring of 1999, the Office released its first comprehensive Strategic Plan. The Plan establishes three major goals, 10 strategic objectives and 26 broad performance measures, and sets forth specific strategies for improving performance. Every major business unit is now developing key performance measures that will be based on reliable data. The measures will assist the Office in remaining focused on the work that matters most to its customers and stakeholders and in identifying needed improvements and changes. The Office's performance measures will be in place during 2000-01, and OGS will work with the Division of the Budget to determine how to link information about performance to the budgeting process.

## **FISCAL BACKGROUND AND BUDGET HIGHLIGHTS**

The Executive Budget recommends \$430.1 million for the Office, which includes support of \$190.3 million in State tax dollars from the General Fund. This recommendation also includes \$233.8 million in user fees charged to State agencies and other governmental entities that utilize OGS central and other support services, and \$6 million in Federal funding. Most of this funding supports the operation of State office buildings, rehabilitation and other projects aimed at preserving or extending the useful life of office buildings, and the provision of centralized services to State agencies.

Recommended funding for the Capital Projects Budget includes support for critical projects at the State Capitol and for the modernization of State office buildings in the Capital District. The recommended decrease in year-to-year funding will still allow the Office to maintain its current spending for the upkeep and preservation of office buildings.

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### **PROGRAM HIGHLIGHTS**

#### **EXECUTIVE DIRECTION**

Employees in this group provide the day-to-day leadership of the agency, and assure that Administration policies are reflected in the Office's programs and services. In addition, this group helps State agencies acquire vehicle insurance, administers financing the State equipment purchasing program and coordinates the centralized purchasing of electricity from the Power Authority of the State of New York.

The Office is now working on an important initiative to improve how the State manages its exposure to real property losses and liability claims. The OGS Insurance Bureau is coordinating an effort that will propose a comprehensive approach for acquiring catastrophic insurance coverage for buildings and liability exposure, determining an appropriate level of self-insurance, and instituting a defined approach to risk management.

#### **REAL PROPERTY MANAGEMENT AND DEVELOPMENT**

This program is responsible for providing for the safe and efficient operation of approximately 41 major and 85 ancillary State-owned and operated buildings across the State. Services provided by this program include building management, operation, maintenance, cleaning and security for facilities encompassing 17.7 million interior gross square feet with a replacement value estimated at \$4.4 billion. Employees assigned to this program also manage building renovation projects, administer service contracts for the maintenance and operation of certain heating, ventilation and air conditioning systems, and negotiate agreements as needed for leased space.

The Office is also making a major capital investment in office facilities in the Albany area. The need for this effort results from years of under-investment, and the need for State offices to accommodate modern technology. This program includes new office buildings for the Department of Environmental Conservation and the Office of the State Comptroller, a new parking garage in downtown Albany, the modernization of the Alfred E. Smith State Office Building and the development of the Harriman State Office Campus.

#### **TECHNOLOGY AND PROCUREMENT SERVICES**

This group provides State agencies with state-of-the-art voice and data communications services, and manages the statewide procurement of goods, services and commodities having an annual value of \$1.5 billion. In carrying out these responsibilities, this group provides centralized information processing services and establishes standards for each commodity purchased by the Office by developing detailed specifications, evaluating bids, and monitoring vendor performance and quality control. Eligible local governments, schools and not-for-profit organizations may use these centralized contracts, which generally offer the best prices because of the State's purchasing power, to reduce their own operating costs.

#### **DESIGN AND CONSTRUCTION**

This group provides architectural, engineering, planning, and design and construction management services to State agencies operating State-owned facilities. This group provides these services to over 20 agencies, and has projects valued at approximately \$300 million underway in design and \$800 million underway in construction.

#### **SUPPORT SERVICES**

Employees in this group provide and manage the delivery of interagency mail, employee and visitor parking and transfer of Federal and State surplus property. These employees also warehouse federally donated food and distribute it to school districts and food pantries.

# GENERAL SERVICES

## ALL FUNDS APPROPRIATIONS

Category	Available 1999-00	Appropriations Recommended 2000-01	Change	Reappropriations Recommended 2000-01
State Operations .....	\$352,150,300	\$358,793,100	+\$6,642,800	\$3,204,000
Aid To Localities .....	.....	.....	.....	.....
Capital Projects .....	95,900,000	71,300,000	-24,600,000	131,969,000
<b>Total .....</b>	<b>\$448,050,300</b>	<b>\$430,093,100</b>	<b>-\$17,957,200</b>	<b>\$135,173,000</b>

## ALL FUND TYPES LEVELS OF EMPLOYMENT BY PROGRAM ANNUAL SALARIED POSITIONS

Program	2000-01 Recommended Average Fill Level				Change
	Available 1999-00	Personal Service (Regular)	Maintenance Undistributed	Total Recommended 2000-01	
Capital Planning					
Capital Projects Funds - Other .....	1	1	....	1	....
Design and Construction					
Internal Service Funds .....	491	491	....	491	....
Executive Direction					
General Fund .....	118	117	....	117	-1
Internal Service Funds .....	21	21	....	21	....
Information Technology and Procurement					
General Fund .....	160	158	....	158	-2
Special Revenue Funds - Other .....	18	18	....	18	....
Internal Service Funds .....	243	210	....	210	-33
Real Property Management and Development					
General Fund .....	957	951	....	951	-6
Special Revenue Funds - Other .....	54	54	....	54	....
Enterprise Funds .....	14	14	....	14	....
Internal Service Funds .....	95	95	....	95	....
<b>Total .....</b>	<b>2,172</b>	<b>2,130</b>	<b>....</b>	<b>2,130</b>	<b>-42</b>

## STATE OPERATIONS ALL FUNDS FINANCIAL REQUIREMENTS BY FUND TYPE APPROPRIATIONS

Fund Type	Available 1999-00	Recommended 2000-01	Change
General Fund .....	\$113,687,300	\$118,950,100	+\$5,262,800
Special Revenue Funds - Federal .....	6,050,000	6,050,000	.....
Special Revenue Funds - Other .....	16,648,000	17,408,000	+760,000
Enterprise Funds .....	1,153,000	1,217,000	+64,000
Internal Service Funds .....	213,658,000	214,196,000	+538,000
Fiduciary Funds .....	954,000	972,000	+18,000
<b>Total .....</b>	<b>\$352,150,300</b>	<b>\$358,793,100</b>	<b>+\$6,642,800</b>

# GENERAL SERVICES

## STATE OPERATIONS ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM APPROPRIATIONS

Program	Available 1999-00	Recommended 2000-01	Change
Design and Construction			
General Fund	\$1,700,000	.....	-\$1,700,000
Internal Service Funds	43,261,000	\$43,577,000	+316,000
Executive Direction			
General Fund	12,314,200	11,891,300	-422,900
Enterprise Funds	56,000	56,000	.....
Internal Service Funds	40,986,000	42,157,000	+1,171,000
Fiduciary Funds	704,000	722,000	+18,000
Information Technology and Procurement			
General Fund	7,240,700	8,620,000	+1,379,300
Special Revenue Funds - Federal	6,050,000	6,050,000	.....
Special Revenue Funds - Other	3,268,000	3,290,000	+22,000
Internal Service Funds	118,484,000	117,477,000	-1,007,000
Real Property Management and Development			
General Fund	92,432,400	98,438,800	+6,006,400
Special Revenue Funds - Other	13,380,000	14,118,000	+738,000
Enterprise Funds	1,097,000	1,161,000	+64,000
Internal Service Funds	10,927,000	10,985,000	+58,000
Agency Trust Funds	250,000	250,000	.....
<b>Total</b>	<b>\$352,150,300</b>	<b>\$358,793,100</b>	<b>+\$6,642,800</b>

## STATE OPERATIONS — GENERAL AND OFFSET FUNDS SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES 2000-01 RECOMMENDED

Program	Total Personal Service		Personal Service Regular (Annual Salaried)		Temporary Service (Nonannual Salaried)	
	Amount	Change	Amount	Change	Amount	Change
Executive Direction	\$5,538,500	-\$488,400	\$5,403,300	-\$488,400	\$116,000	.....
Information Technology and Procurement	7,430,200	+1,343,500	7,392,000	+1,343,500	23,900	.....
Real Property Management and Development	33,802,000	+732,700	33,102,000	+732,700	.....	.....
<b>Total</b>	<b>\$46,770,700</b>	<b>+\$1,587,800</b>	<b>\$45,897,300</b>	<b>+\$1,587,800</b>	<b>\$139,900</b>	<b>.....</b>

Program	Holiday/Overtime Pay (Annual Salaried)	
	Amount	Change
Executive Direction	\$19,200	.....
Information Technology and Procurement	14,300	.....
Real Property Management and Development	700,000	.....
<b>Total</b>	<b>\$733,500</b>	<b>.....</b>

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## STATE OPERATIONS — GENERAL FUND SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED APPROPRIATIONS AND CHANGES 2000-01 RECOMMENDED

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Design and Construction .....	.....	-\$1,700,000	.....	.....
Executive Direction .....	\$6,352,800	+65,500	\$191,800	+\$5,800
Information Technology and Procurement .....	1,189,800	+35,800	96,900	+2,900
Real Property Management and Development .....	64,636,800	+5,273,700	6,870,100	+207,000
<b>Total .....</b>	<b>\$72,179,400</b>	<b>+\$3,675,000</b>	<b>\$7,158,800</b>	<b>+\$215,700</b>

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Executive Direction .....	\$87,600	+\$2,600	\$1,898,400	+\$57,100
Information Technology and Procurement .....	56,700	+1,700	1,015,600	+30,600
Real Property Management and Development .....	270,300	+8,100	56,023,700	+5,014,300
<b>Total .....</b>	<b>\$414,600</b>	<b>+\$12,400</b>	<b>\$58,937,700</b>	<b>+\$5,102,000</b>

Program	Equipment		Maintenance Undistributed	
	Amount	Change	Amount	Change
Design and Construction .....	.....	.....	.....	-\$1,700,000
Executive Direction .....	.....	.....	\$4,175,000	.....
Information Technology and Procurement .....	\$20,600	+\$600	.....	.....
Real Property Management and Development .....	1,472,700	+44,300	.....	.....
<b>Total .....</b>	<b>\$1,493,300</b>	<b>+\$44,900</b>	<b>\$4,175,000</b>	<b>-\$1,700,000</b>

## STATE OPERATIONS — OTHER THAN GENERAL FUND SUMMARY OF APPROPRIATIONS AND CHANGES 2000-01 RECOMMENDED

Program	Total		Personal Service	
	Amount	Change	Amount	Change
Design and Construction .....	\$43,577,000	+\$316,000	\$24,652,000	-\$26,000
Executive Direction .....	42,935,000	+1,189,000	1,122,000	-13,000
Information Technology and Procurement .....	126,817,000	-985,000	9,262,000	-2,096,000
Real Property Management and Development .....	26,514,000	+860,000	5,519,000	+286,200
<b>Total .....</b>	<b>\$239,843,000</b>	<b>+\$1,380,000</b>	<b>\$40,555,000</b>	<b>-\$1,848,800</b>

Program	Nonpersonal Service		Maintenance Undistributed	
	Amount	Change	Amount	Change
Design and Construction .....	\$18,925,000	+\$342,000	.....	.....
Executive Direction .....	41,813,000	+1,202,000	.....	.....
Information Technology and Procurement .....	117,555,000	+1,111,000	.....	.....
Real Property Management and Development .....	20,745,000	+573,800	\$250,000	.....
<b>Total .....</b>	<b>\$199,038,000</b>	<b>+\$3,228,800</b>	<b>\$250,000</b>	<b>.....</b>

**GENERAL SERVICES**

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**CAPITAL PROJECTS  
ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM  
APPROPRIATIONS**

<u>Comprehensive Construction Program</u>	<u>Available 1999-00</u>	<u>Recommended 2000-01</u>	<u>Change</u>	<u>Reappropriations 2000-01</u>
Design and Construction Supervision				
Capital Projects Fund .....	\$21,600,000	\$6,500,000	-\$15,100,000	\$30,575,000
Petroleum Storage Tank				
Capital Projects Fund .....	500,000	.....	-500,000	500,000
Flood Disaster Restoration Program				
Capital Projects Fund .....	.....	.....	.....	3,000,000
Maintenance and Improvement of Real Property Facilities				
Capital Projects Fund .....	73,800,000	64,800,000	-9,000,000	92,386,000
Capital Projects Fund - Advances .....	.....	.....	.....	5,508,000
<b>Total .....</b>	<u><u>\$95,900,000</u></u>	<u><u>\$71,300,000</u></u>	<u><u>-\$24,600,000</u></u>	<u><u>\$131,969,000</u></u>