

## General Services, Office of

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### Mission

The New York State Office of General Services (OGS) manages and leases real property; designs and builds facilities; contracts for goods, services, and technology; and delivers a wide array of support services. They provide government and nonprofit agencies with innovative solutions, integrated service, and best value in support of cost-effective operations and responsible public stewardship.

### Organization and Staffing

OGS is headed by a Commissioner who is appointed by the Governor, subject to Senate confirmation. The agency is organized into six major business units: Real Estate and Property Management Services; Design and Construction; Procurement Services; Business Services Center; Administration and Operations; and Finance and Accountability. These units are under the direction of the Commissioner's Office and act under the auspices of an Executive group that consists of the Commissioner's Office, Public Information, Legal Services, Media Services, and Internal Audit.

Under Governor Cuomo, OGS has established a number of major Enterprise Shared Services that are helping to streamline government functions. These enterprises work to increase efficiencies that result in better services and savings to taxpayers. The Business Services Center (BSC) and Procurement Services, the first two enterprises, have reached maturity and are now taking on a stronger role in State services. Others, including the Real Estate Center, the Division of Service-Disabled Veterans' Business Development (DSDVBD), Fleet Management, and Media Services continue to grow and serve an expanding number of State agencies. In addition, the agency also continues to manage the full breadth of other services at the core of the Agency's mission and plays an integral role in procuring necessary items and facilitating storage and staging space for distribution related to personal protective equipment (PPE) and other COVID-19 supplies.

### Budget Highlights

The FY 2022 Executive Budget recommends \$1.25 billion in All Funds appropriations (\$105 million General Fund; \$18 million Special Revenue Funds-Other; \$17 million Federal Funds; \$18 million Enterprise Funds; \$862 million Internal Service Funds; \$750,000 Fiduciary Funds; and \$234 million Capital Funds) reflecting an All Funds increase of \$4 million from FY 2021. The increase reflects additional funding for transfer of FTEs from ITS associated with HR functions, increased COVID spending, and anticipated increases in Federal aid.

The Executive Budget recommends a workforce of 1,793, unchanged from the previous year to meet the operational needs of the agency.

### Program Highlights

#### ***Executive Administration***

Provides the day-to-day management of the agency, serves State agencies by performing professional communication services, and provides legal and audit support to hosted agencies.

#### ***Real Estate Center***

Comprises three business units: The Real Property and Facilities Management Group, which is responsible for the administration and daily operations of 58 major and 117 ancillary buildings comprising over 21 million square feet and totaling over \$7 billion in assets; the Real Estate Services Group, which manages the State's lease portfolio totaling 485 leases representing 12 million square feet of office space and \$250 million in annual spend; and the State Asset and Portfolio Management Group, which coordinates real estate-related projects, maintains the statewide real estate inventory, and performs data analytics. These three groups work together to enable OGS to strategically manage and optimize the use of the State's real estate portfolio, including identifying potential cost reduction opportunities and efficiency improvements, as well as real estate management best practices and methods.

#### ***Design and Construction (D&C)***

Provides a full range of high-quality architectural, engineering, permitting, and construction management services to over 30 Executive State agencies through an interdependent model of public and private sector resources. Those services include site assessments, design/construction feasibility studies and planning, design development, bidding, contract management, construction management, and quality inspection. D&C also performs project document reviews for code compliance and permitting. In addition, D&C is uniquely responsible for statewide emergency contracting for urgent damage/system failure repairs throughout the State ranging from every day 365/24/7 response to severe weather events. D&C is committed to providing timely,

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efficient, responsive, and cost-effective construction projects thereby enabling those agencies to fulfill their own diverse missions on behalf of the people of New York State.

### **Procurement Services**

Establishes and maintains more than 1,500 centralized contracts for commodities, technology, and services valued at approximately \$26 billion for use by State agencies and municipalities, as well as other public and some nonprofit entities. Procurement Services works to acquire commodities and services at competitive, volume discounted/reduced prices while maintaining the statutory compliance and strategic effectiveness of all procurements. Procurement Services also educates vendors and public purchasers about how to participate effectively in the State's procurement process.

### **Business Services Center (BSC)**

A shared services organization that provides standardized financial and human resources transaction processing services to the Executive agencies, with a focus on best practices, customer service, and efficiency. In the finance area, the BSC processes transactions related to accounts payable, accounts receivable, credit cards, purchasing, and employee travel and expense reimbursements. In the human resources management area, the BSC processes employee benefits, payroll, time and attendance, and personnel transactions. The BSC currently provides finance services to 65 agencies and human resources services to 53 agencies. The BSC also continues to lead efforts to enhance the State's human resources technology systems, thereby enabling the BSC to transition the remaining Executive agencies into the BSC for human resources services and to onboard agencies for finance services as they become online users of the Statewide Financial System (SFS).

### **Finance and Accountability**

Provides financial services to OGS and selected hosted agencies and has responsibility for a number of statewide initiatives. Statewide responsibilities include the centralized procurement of insurance and the provision of insurance and risk management expertise, consulting services, and commercial insurance product access; the development and administration of enterprise fleet initiatives and implementation; and administration of the State's Service-Disabled Veteran-Owned Business (SDVOB) program.

### **Administration and Operations**

Provides human resources and diversity/equal employment opportunity services to OGS and hosted agencies, along with an array of statewide support services. This group's support responsibilities include the management of the State's consolidated warehouse program; the provision of interagency mail and centralized printing services; the administration of the transfer of Federal and State surplus property; the coordination of cultural events; and the distribution of over \$170 million worth of food purchased by the Federal Government, including locally grown New York State produce, to entities that include qualified New York State schools, child and adult care feeding programs, food banks, soup kitchens, and child summer feeding programs.

## **ALL FUNDS APPROPRIATIONS (dollars)**

Category	Available FY 2021	Appropriations Recommended FY 2022	Change From FY 2021	Reappropriations Recommended FY 2022
State Operations	1,017,128,000	1,021,163,000	4,035,000	6,928,000
Capital Projects	234,000,000	234,000,000	0	738,988,000
<b>Total</b>	<b>1,251,128,000</b>	<b>1,255,163,000</b>	<b>4,035,000</b>	<b>745,916,000</b>

**ALL FUND TYPES**

**PROJECTED LEVELS OF EMPLOYMENT BY PROGRAM**

**FILLED ANNUAL SALARIED POSITIONS**

Program	FY 2021 Estimated FTEs 03/31/21	FY 2022 Estimated FTEs 03/31/22	FTE Change
Design and Construction			
Internal Service Funds	305	305	0
Business Services Center			
Internal Service Funds	488	488	0
Executive Direction			
General Fund	141	141	0
Internal Service Funds	44	44	0
Procurement Program			
General Fund	96	96	0
Special Revenue Funds - Other	59	59	0
Internal Service Funds	59	59	0
Real Property Management and Development			
General Fund	172	172	0
Enterprise Funds	9	9	0
Internal Service Funds	34	34	0
Capital Projects Funds - Other	386	386	0
<b>Total</b>	<b>1,793</b>	<b>1,793</b>	<b>0</b>

**STATE OPERATIONS**

**ALL FUNDS FINANCIAL REQUIREMENTS BY FUND TYPE**

**APPROPRIATIONS**

(dollars)

Fund Type	Available FY 2021	Recommended FY 2022	Change
Enterprise Funds	17,828,000	17,828,000	0
Fiduciary	750,000	750,000	0
General Fund	103,628,000	105,163,000	1,535,000
Internal Service Funds	862,440,000	862,440,000	0
Special Revenue Funds - Federal	14,230,000	16,730,000	2,500,000
Special Revenue Funds - Other	18,252,000	18,252,000	0
<b>Total</b>	<b>1,017,128,000</b>	<b>1,021,163,000</b>	<b>4,035,000</b>
Adjustments:			
Transfer(s) To			
Information Technology Services, Office of			
General Fund	94,000		
<b>Appropriated FY 2021</b>	<b>1,017,222,000</b>		

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**STATE OPERATIONS**  
**ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM**  
**APPROPRIATIONS**  
(dollars)

Program	Available FY 2021	Recommended FY 2022	Change
Business Services Center			
Internal Service Funds	37,795,000	37,795,000	0
Curatorial Services Program			
Fiduciary	750,000	750,000	0
Design and Construction			
Internal Service Funds	80,484,000	80,484,000	0
Executive Direction			
Enterprise Funds	2,587,000	2,587,000	0
General Fund	22,743,000	24,220,000	1,477,000
Internal Service Funds	194,941,000	194,941,000	0
Special Revenue Funds - Other	386,000	386,000	0
Procurement Program			
General Fund	9,297,000	9,297,000	0
Internal Service Funds	505,014,000	505,014,000	0
Special Revenue Funds - Federal	14,230,000	16,730,000	2,500,000
Special Revenue Funds - Other	5,759,000	5,759,000	0
Real Property Management and Development			
Enterprise Funds	15,241,000	15,241,000	0
General Fund	71,588,000	71,646,000	58,000
Internal Service Funds	44,206,000	44,206,000	0
Special Revenue Funds - Other	12,107,000	12,107,000	0
<b>Total</b>	<b>1,017,128,000</b>	<b>1,021,163,000</b>	<b>4,035,000</b>

**STATE OPERATIONS - GENERAL FUND**  
**SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES**  
**FY 2022 RECOMMENDED**  
(dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Executive Direction	15,402,000	177,000	15,193,000	177,000
Procurement Program	8,859,000	0	8,832,000	0
Real Property Management and Development	19,809,000	58,000	16,269,000	58,000
<b>Total</b>	<b>44,070,000</b>	<b>235,000</b>	<b>40,294,000</b>	<b>235,000</b>

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Program	Temporary Service (Nonannual Salaried)		Holiday/Overtime Pay	
	Amount	Change	Amount	Change
Executive Direction	109,000	0	100,000	0
Procurement Program	0	0	27,000	0
Real Property Management and Development	2,221,000	0	1,319,000	0
<b>Total</b>	<b>2,330,000</b>	<b>0</b>	<b>1,446,000</b>	<b>0</b>

**STATE OPERATIONS - GENERAL FUND  
SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED  
APPROPRIATIONS AND CHANGES  
FY 2022 RECOMMENDED  
(dollars)**

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Executive Direction	8,818,000	1,300,000	1,395,000	1,300,000
Procurement Program	438,000	0	28,000	0
Real Property Management and Development	51,837,000	0	37,677,000	0
<b>Total</b>	<b>61,093,000</b>	<b>1,300,000</b>	<b>39,100,000</b>	<b>1,300,000</b>

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Executive Direction	50,000	0	7,108,000	0
Procurement Program	39,000	0	311,000	0
Real Property Management and Development	109,000	0	13,505,000	0
<b>Total</b>	<b>198,000</b>	<b>0</b>	<b>20,924,000</b>	<b>0</b>

Program	Equipment	
	Amount	Change
Executive Direction	265,000	0
Procurement Program	60,000	0
Real Property Management and Development	546,000	0
<b>Total</b>	<b>871,000</b>	<b>0</b>

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**STATE OPERATIONS - OTHER THAN GENERAL FUND**  
**SUMMARY OF APPROPRIATIONS AND CHANGES**  
**FY 2022 RECOMMENDED**  
**(dollars)**

Program	Total		Personal Service	
	Amount	Change	Amount	Change
Business Services Center	37,795,000	0	32,795,000	0
Curatorial Services Program	750,000	0	0	0
Design and Construction	80,484,000	0	28,499,000	0
Executive Direction	197,914,000	0	5,042,000	0
Procurement Program	527,503,000	2,500,000	4,709,000	0
Real Property Management and Development	71,554,000	0	7,084,000	0
<b>Total</b>	<b>916,000,000</b>	<b>2,500,000</b>	<b>78,129,000</b>	<b>0</b>

Program	Nonpersonal Service	
	Amount	Change
Business Services Center	5,000,000	0
Curatorial Services Program	750,000	0
Design and Construction	51,985,000	0
Executive Direction	192,872,000	0
Procurement Program	522,794,000	2,500,000
Real Property Management and Development	64,470,000	0
<b>Total</b>	<b>837,871,000</b>	<b>2,500,000</b>

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**CAPITAL PROJECTS**  
**ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM**  
**APPROPRIATIONS**  
**(dollars)**

<b>Comprehensive Construction Program</b>	<b>Available FY 2021</b>	<b>Recommended FY 2022</b>	<b>Change</b>	<b>Reappropriations FY 2022</b>
Design and Construction Supervision				
Capital Projects Fund	15,000,000	15,000,000	0	31,710,000
Facilities Maintenance and Operations				
Capital Projects Fund	71,000,000	71,000,000	0	57,068,000
Flood Recovery				
Capital Projects Fund	15,000,000	15,000,000	0	60,000,000
Maintenance and Improvement of Real Property Facilities				
Capital Projects Fund	52,600,000	65,600,000	13,000,000	261,508,000
Capital Projects Fund - Advances	0	0	0	59,000
Capital Projects Fund - Authority Bonds	30,400,000	17,400,000	(13,000,000)	262,543,000
Cap Proj Fund - Office Space Optimization- (Auth Bonds)	50,000,000	50,000,000	0	55,757,000
Sustainability				
Capital Projects Fund - Authority Bonds	0	0	0	10,343,000
<b>Total</b>	<b>234,000,000</b>	<b>234,000,000</b>	<b>0</b>	<b>738,988,000</b>

Note: Most recent estimates as of 01/19/2021