

Executive Outreach

May 20, 2003



Kenneth J. Ringler, Jr., Commissioner

Welcome & Objectives



Robert J. Fleury



Background and Purpose of Our Executive Customer Outreach Effort

Strategic Plan Goal II:

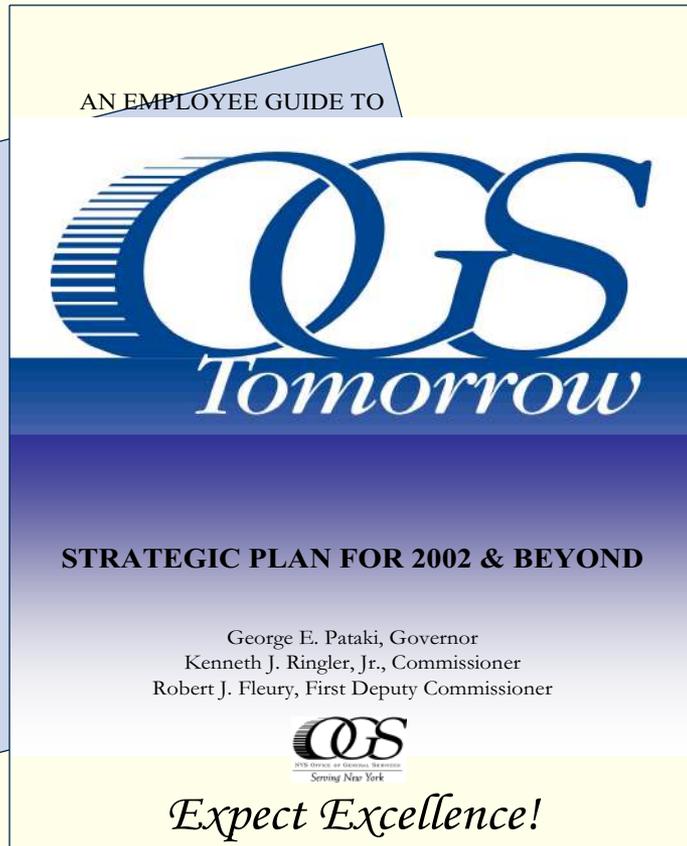
“Meeting our customers’ needs with cost-effective products and unparalleled customer service.”

Strategic Plan Priority:

“Establish coordinated systems for managing our customer relations.”

24 agency outreach visits from 2000-2003; now an established OGS practice

"OGS Tomorrow" Strategic Plan



Developed in 2001-02,
building on previous plan
Guides our work and
continued improvement,
especially in context of
current fiscal realities



"OGS Tomorrow" Strategic Plan

Themes

Goals

Integration and Innovation

- I. ENSURING PUBLIC BENEFITS FROM OUTSTANDING PERFORMANCE
- II. MEETING OUR CUSTOMERS' NEEDS WITH COST-EFFECTIVE PRODUCTS AND UNPARALLELED CUSTOMER SERVICE
- III. CREATING AND MAINTAINING AN EXCELLENT PLACE TO WORK

Programmatic Priorities

- Strategies
- Measures
- Action Plans

Organizational Improvement Priorities

- Strategies
- Measures
- Action Plans



"OGS Tomorrow"

Selected Priorities

- Meet current & future office space needs of state agency tenants, while helping to meet downtown revitalization goals
- Enhance safety & security of people using state properties as well as protect the facilities themselves
- Conserve energy use while contributing to environmental quality
- Streamline the state's contracting system for ease of use
- Provide a broader range of administrative support services to more state agencies



Objectives of Today's Meeting

Get to know each other

Inform state agencies about OGS' mission and key services

Highlight and discuss areas where we can work together to meet today's challenges

OGS Role in Government



Agencies' Role in Government

OGS Key Personnel: Self Introductions





Commissioner
Kenneth J. Ringler, Jr.



First Deputy Commissioner
R. Fleury

Org. Effectiveness,
R. Meyers

Legal Services, *R. Reed*

Public Affairs, *J. Meicht*

Real Property
B. Bush

Design & Construction
W. O'Connor

IT & Procurement Services
B. Russell

Support Services
J. Spano

Administration
N. Davidoff

Real Property Management

Real Estate Planning & Development

Program Support

Design

Contract Admin.

Construction

Information Technology Services

Procurement Services Group

Food Distribution & Warehousing

Parking, Mail Services, Central Printing & Copy Center

Properties & Fleet

Clean Fueled Vehicles Program

Business Development

Finance & Insurance

Human Resources

Convention & Cultural Events

Food Services

Overview of OGS as a Service Provider



Dale R. Kelley



Agency Mission

The New York State Office of General Services manages and leases real property; designs and builds facilities; contracts for goods, services, and technology; and delivers a wide array of support services.

We provide government and nonprofit agencies with innovative solutions, integrated services, and best value, enabling the State of New York to function optimally.



OGS' Spectrum of Customers... **Inside State Government**

STATE AGENCIES

Operating Agencies

Agency officials

Administrative directors

Facilities managers & planners

Fiscal officers

Information management directors

Control Agencies

Division of the Budget

Office of the State Comptroller

Attorney General's Office

Department of Civil Services

Office for Technology

EXECUTIVE CHAMBER

OTHER GOVERNMENTAL ORGANIZATIONS

Authorities

Commissions

State University of New York

State Legislature

Judiciary

STATE EMPLOYEES

OGS

Executives

Business Units

Employees



OGS' Spectrum of Customers... **Outside State Government**

LOCAL GOVERNMENTS

Counties
Cities and towns
Fire Districts

BUSINESS COMMUNITY

Architecture & engineering firms
Contractors
Consultants
Construction managers
Vendors & suppliers
Landlords

GENERAL PUBLIC

State citizens
School children
Tourists
Consumers of government services
Chambers of commerce

NOT FOR PROFIT ORGANIZATIONS

School districts
Educational institutions
Child care centers
Health care providers
Commodity Supply Food Program
Food banks
Summer food programs for children
Summer camps
Museums & libraries
NYS Industry for the Disabled
Charitable institutions

Service Area:

Manage & Lease Real Property



Building operations
Energy management
Maintenance & grounds
Renovations
Commercial real estate
leasing
Lease compliance &
auditing

New office building
projects
Interior work space
planning, design &
construction oversight
State property easements
& licenses
State land records
research & review
Disposal of surplus real
estate



Manage & Lease Real Property: *Scope of Services*

Last year we...

Took care of 40+ major state office buildings and 80+ ancillary buildings, encompassing approximately 18 M sq ft

Maintained a statewide lease portfolio consisting of 620 leases, totaling approximately 14 M sq ft

Processed 147 lease contracts (3.5 M sq ft, \$54.4 M annual rental)



Manage & Lease Real Property: *How You Used Our Services*

Real Estate Management anticipates disposing of 5 DMNA-owned armories by fall 2003 via transfer to other agencies or public auction

Some current major leasing projects

- Agriculture & Markets – New lease in process
- OASAS – Several locations under consideration
- Banking – Working w/LL to resolve punch list items
- Insurance – Working w/management company on possible early renegotiation of Manhattan lease

Service Area: Design & Build Facilities



- Feasibility/engineering studies
- Designs for building projects
- Construction & environmental permitting
- Construction management
- Emergency contracting
- Contract administration





Design & Build Facilities: *Scope of Services*

Last year we...

Completed 379 design projects worth \$237 M

Completed 376 construction projects, worth \$165 M

Decreased emergency contracts by 25% and cost by 14%



Design & Build Facilities: *How You Used Our Services*

Rehabilitation Projects for Military & Naval Affairs

- 15 projects in design phase totaling \$40 M
- 35 projects under construction totaling \$9.7 M

Projects for Agriculture & Markets

- Roof and infrastructure improvements at State Fairgrounds, Syracuse
- Assistance with removal of beetle-infested trees in Long Island and New York City

Service Area:

Contract for Goods, Services & Technology



Procurement contracts for commodities, services & technologies

Vendor outreach & training

Contract administration

Brokering procurement solutions

Vendor performance monitoring

Publicity about buying opportunities

Guidance & training on purchasing

Contract for Goods, Services & Technology:

Scope of Services



Last year we...

Administered procurement contracts through which flow \$2 billion annually in state and local purchasing

Achieved contract prices 27% below average among benchmark partners

Saved public purchasers \$5.6 million from five largest new procurement contracts alone

Established free electronic notification system for supplier community; >18,000 registrants

Implemented electronic notification to purchasers about contract awards; >1,600 registrants



Contract for Goods, Services & Technology:

How You Used Our Services

Commodity Contracts

- Lottery Ticket Dispensers
- Patrol Boats
- Mobile Command Post

Service Contracts

- Internet Services
- Printing
- Crown Victoria safety retrofitting

Customer Service, Support & Outreach

- Annual Purchasing Forum
- Clarification of purchasing rules & eligibility



Service Area: Deliver Support Services

- Central printing & quick copy
- Interagency mail & freight services
- Parking operations
- Distribution & warehousing of federal foods
- Transfer & disposition of state & federal surplus personal property
- Alternative fueled vehicles initiative

- State vehicle fueling sites
- Risk management assistance
- Insurance for state operations
- Convention center services
- Special events programming
- Plaza art collection
- Visitor tours at the ESP
- Food services in state buildings





Deliver Support Services: *Scope of Services*

Last year we...

Printed documents for 42 different agencies; 122.6 M impressions

Distributed \$79.6 M worth of government donated food

Maintained 11,000 parking spaces in interior and exterior state lots

Helped increase the size of the state's alternative fueled vehicle fleet to more than 2,500; 85% of light duty vehicle purchases were clean-fueled

Hosted 106,075 participants in visitor tours



Deliver Support Services: *How You Used Our Services*

Agriculture & Markets is currently participating in a pilot project to develop strategies to increase biodiesel use in state fleets

OGS provides administrative services for the Consumer Protection Board & SEMO

In FY 02-03, Surplus Property hosted 15 vehicle auctions at several State Police locations

\$35,000 in food commodities were provided through the Nutrition Program for the elderly in conjunction with the Office for the Aging

Working Together to Get Results



Robert J. Fleury



We Continue to Work On:

Acquisition and sale of properties

- Albany Plan/Harriman Campus

Development and processing of leases

- Tenant Broker model

Implementation of new smoking restrictions
in state owned and leased space

Equipment maintenance insurance

Service contracts – security guards

Open Discussion

