



GENERAL SERVICES DIVISION

HIGHLIGHTS

FISCAL YEAR 2019–20

5,708 transactions are processed annually, including:

- 67 Open market solicitations through various bid processes

- 1,949 Purchase orders for goods and services

- 3,759 Supply orders via the Online Store

Over 400 deliveries for supplies and equipment are made statewide monthly totaling 1.9 million items yearly. The warehouse fulfills over 1,300 tickets each month resulting in over 4,064 boxes for a total weight exceeding 1.8 million pounds.

Over 1,200,000 print pieces are produced monthly by Printing Services. This includes stationery, training material, forms, posters, and other printing requests.

Actively managing 33,000 Information Technology Assets.

WHO WE ASSIST

All employees of the
North Carolina Judicial Branch



The North Carolina Administrative Office of the Courts (NCAOC) General Services Division (GSD) consists of five primary sections: Procurement Services, Distribution Services, Printing Services, IT Asset Management, and Facility and Vehicle Services. Procurement Services is the central purchaser of supplies, equipment, publications, and professional services to meet the North Carolina Judicial Branch's business needs. This centralized approach allows the NCAOC to leverage buying power in order to gain better pricing for items purchased in volume.

The Online Supply Store allows for the transition from paper requisitions to a web-based method of ordering and is available for both the NCAOC and court personnel statewide. It allows authorized users to order items that are stocked in Distribution Services and to place orders for non-stock (special order) items and printing. It also allows for communication of important information about the store, shipping, and printing issues on the store's homepage for easy reference and via email with authorized users.

The NCAOC Printing Services receives printing and stationery requests through links on the NCAOC Online Supply Store. Samples for stationery, business cards, and envelopes are to be submitted to Printing Services via interoffice mail or scanned and emailed. In February 2019, Printing Services began implementation of wide-format printing, which now produces posters up to 42 inches in width or mounted onto foam board up to 24 inches by 36 inches.

Distribution Services continues to deliver supplies and equipment based on a designated schedule for the Judicial Branch. The delivery schedule for each location can be found on the homepage of the Online Supply Store for easy reference. The schedule provides delivery dates for a six-month period allowing for sufficient planning for NCAOC and court staff. The NCAOC Printing Services coordinates with Distribution Services to include completed printing requests with monthly supply and equipment deliveries. The monthly delivery of supplies and equipment saves an estimated \$200,000 annually in outsourced shipping costs.

In February 2019, GSD hired a fleet coordinator to manage the Judicial Branch's motor fleet, consisting of 120 vehicles: 91 (permanently assigned to employees) and 29 (available by request for temporary use). During the 2019-20 fiscal year, an in-house built electronic reservation process was implemented that now collects an average of 33 requests for temporary use vehicles each month.

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In July 2019, the NCJC building maintenance request system was moved to the NCAOC Help Desk to allow for online submissions and to better track and monitor requests. During the 2019-20 fiscal year, 257 requests were received for maintenance at NCJC. Construction projects completed included a new roof for NCJC and replacing the generator that supplies back-up power to office space and critical technology systems. In January 2020, janitorial services were brought inhouse to improve cleaning services.

In August 2019, GSD hired a facility coordinator to develop a building security program and to organize and coordinate conference room usage (570 reservations were made for conference rooms accommodating over 10,000 attendees).

ABOUT GENERAL SERVICES DIVISION

Services	Brief Description
Distribution Services	<p>Oversees the stocking and distribution of supplies, equipment, and publications for the North Carolina Judicial Branch. Responsibilities include:</p> <ul style="list-style-type: none"> • Removing and destroying confidential material related to court cases • Removing and disposing of surplus property • Repairing or replacing small office equipment • Providing incoming and outgoing mail services • Troubleshooting source for Judicial Branch fax machines and time stamp machines
Facility and Vehicle Services	<p>Manages the NCJC and coordinates building-related services, renovations, upgrades, and repairs. Responsibilities include:</p> <ul style="list-style-type: none"> • Managing day-to-day operations of areas such as security, parking (including issuance of access and parking badges), janitorial services, electrical, HVAC, and plumbing • Coordinating recycling efforts • Coordinating services for NCAOC Training Centers • Managing the NCAOC motor fleet
IT Asset Management	<p>Manages IT hardware and software expenditures through effective and efficient business services while maintaining fiscal integrity by:</p> <ul style="list-style-type: none"> • Reducing total cost of ownership through effective asset, contract, and vendor management • Utilizing financial and asset management best practices • Reducing risk from IT assets through effective lifecycle management
Printing Services	<p>Provides basic services that meet the print needs of the entire Judicial Branch. Material produced:</p> <ul style="list-style-type: none"> • Training manuals for new and ongoing court information systems • Annual reports for the Judicial Branch, Supreme Court, Court of Appeals, and commissions with mandates to provide legislative accountability • Court forms, calendars, letterhead, envelopes, business cards, flyers, and brochures for NCAOC and general court system usage
Procurement Services	<p>Purchases supplies, equipment, technology, publications, and professional services to meet the Judicial Branch's business needs. Responsibilities include:</p> <ul style="list-style-type: none"> • preparation and issuance of solicitation documents • contract administration and management • maintain warehouse inventory levels