



GENERAL SERVICES DIVISION

HIGHLIGHTS

FISCAL YEAR 2017-18

1,707 transactions are processed monthly, including:

- Open market solicitations through various bid processes

- Purchase orders for goods and services

- Supply orders via the Online Store

- Printing requests through the Online Store and in hard-copy format

545 deliveries for supplies and equipment are made statewide monthly. The number of boxes delivered as a result is estimated at over 4,000 per month for a total weight exceeding 1.6 million pounds.

1,490,500 impressions are generated monthly by the NCAOC Print Shop for stationery, training material, and other printing requests.

WHO WE ASSIST

All employees of the North Carolina Judicial Branch



The North Carolina Administrative Office of the Courts (NCAOC) General Services Division consists of four primary sections: Procurement Services, Distribution Services, Printing Services, 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.

In August 2009, the General Services Division began implementation of the NCAOC Online Supply Store. The store allows for a 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 look for items needed 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. The printing form allows for files to be attached electronically. Samples for stationery, business cards, and envelopes are to be submitted to Printing Services via interoffice mail, email, or fax.

In 2009, the NCAOC Distribution Services implemented a monthly supply and equipment delivery schedule for the Judicial Branch. The delivery schedule for each location is available 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 the NCAOC an estimated \$200,000 annually in outsourced shipping costs.

Facility and Vehicle Services is responsible for building operations and facility management for the North Carolina Judicial Center (NCJC), along with the management of the NCAOC motor fleet.



ABOUT GENERAL SERVICES DIVISION

Services	Brief Description
Distribution services	<p>This centralized operation is located at the NCJC and oversees the stocking and distribution of supplies, equipment, and publications for the Judicial Branch. Other 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• Functioning as a help desk and troubleshooting source for Judicial Branch fax machines and time stamp machines
Printing services	<p>This in-house operation provides basic services that meet the print needs of the entire Judicial Branch. This eliminates the need to contract with a vendor, which creates greater efficiency in the turnaround of projects, while creating greater cost savings for the Judicial Branch. Types of material produced include:</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
Facility and vehicle services	<p>Facility and Vehicle Services is responsible for managing the NCJC and coordinating building-related services, renovations, upgrades, and repairs. The NCJC houses the NCAOC, as well as the Conference of Clerks of Superior Court, the Conference of District Attorneys and the Judicial Branch's councils and commissions. 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