



## GENERAL SERVICES DIVISION

### HIGHLIGHTS

#### FISCAL YEAR 2020-21

5,879 transactions are processed annually, including:

- 25 Open market solicitations through various bid processes
- 2,752 Purchase orders for goods and services
- 3,127 Supply orders via the Online Store



The North Carolina Administrative Office of the Courts (NCAOC) General Services Division (GSD) consists of five primary sections: Printing Services, Procurement Services, Distribution Services, and Facility and Vehicle Services.

### WHO WE ASSIST

All employees of the North Carolina Judicial Branch

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. Printing Services continues to be able to print wide format, which produces posters up to 42 inches in height or mounted onto foam board up to 24 inches by 36 inches. In the future, Printing Services is looking forward to printing up to 54" or 64" in height.

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. This year the Procurement team conducted 25 open market solicitations through various bid processes, 2,752 purchase orders for goods and services, and 3,127 supply orders via the online store.

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 Distribution team adjusted work hours and order fulfillment process to ensure social distancing took place during work hours. The distribution team was able to pack and ship out over 1.8 million items, including 300,000 masks, hand sanitizer, and face shields and made a total of 1,080 deliveries throughout the state. At the same time the rollout of ICMS had started and we delivered over \$21 million in technology and supplies.

Facility Services remained extremely busy during FY 2020-21 in responding to the COVID-19 pandemic, and worked hard to ensure that the North Carolina Judicial Center (NCJC) remained a clean, safe work environment.

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Facility services ensured social distancing signs, hand-sanitizer, and temperature reading devices were installed throughout NCJC. To improve building security and the safety of NCJC occupants, badge readers were installed on exterior doors. This additional safety measure combined with our After-hours policy ensures that only verified NCJC employees can enter the building outside of the normal workday. NCJC building maintenance request system received 232 requests during the 2020-21 fiscal year. Construction projects completed included a new Communications Office suite. In January 2020, NCAOC received a grant to resurface the parking lot at NCJC. The parking lot project is expected to be completed in 2022. In FY 2019-20 there were a total 570 reservations for NCJC conference rooms, in 2020-21 the requests decreased to 249 due to building shut-downs and social distancing concerns.

Vehicle (Fleet) services ensured all vehicles were disinfected before being reissued in response to COVID-19. On July 1, AOC switched from ARI to Fleetio fleet management program. This improvement assists in better tracking for maintenance, and the ability to better analyze data to advance our fleet operations. For roadside services AOC switched to WEX and the National Automobile Club for all roadside assistance needs. These changes not only improve our fleet but cost less each month and provide up to a 30 percent savings for service and repairs. Current Vehicle Fleet Total: 117 (90 Permanently Assigned and 27 for Daily Use). NCJC averages 33 fleet requests each month.

## ABOUT GENERAL SERVICES DIVISION

Services	Brief Description
<b>Distribution Services</b>	<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"> <li>• Removing and destroying confidential material related to court cases</li> <li>• Removing and disposing of surplus property</li> <li>• Repairing or replacing small office equipment</li> <li>• Providing incoming and outgoing mail services</li> <li>• Troubleshooting source for Judicial Branch fax machines and time stamp machines</li> </ul>
<b>Facility and Vehicle Services</b>	<p>Manages the NCJC and coordinates building-related services, renovations, upgrades, and repairs. Responsibilities include:</p> <ul style="list-style-type: none"> <li>• Managing day-to-day operations of areas such as security, parking (including issuance of access and parking badges), janitorial services, electrical, HVAC, and plumbing</li> <li>• Coordinating recycling efforts</li> <li>• Coordinating services for NCAOC Training Centers</li> <li>• Managing the NCAOC motor fleet</li> </ul>
<b>Printing Services</b>	<p>Provides basic services that meet the print needs of the entire Judicial Branch. Material produced:</p> <ul style="list-style-type: none"> <li>• Training manuals for new and ongoing court information systems</li> <li>• Annual reports for the Judicial Branch, Supreme Court, Court of Appeals, and commissions with mandates to provide legislative accountability</li> <li>• Court forms, calendars, letterhead, envelopes, business cards, flyers, and brochures for NCAOC and general court system usage</li> </ul>
<b>Procurement Services</b>	<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"> <li>• preparation and issuance of solicitation documents</li> <li>• contract administration and management</li> <li>• maintain warehouse inventory levels</li> </ul>