



**Joint Legislative Committee on Economic Development
Testimony by Commissioner Jeanette Moy
February 9, 2023**

Greetings, Chairs Krueger and Weinstein, ranking Members O'Mara and Ra, and distinguished members of the Legislature.

My name is Jeanette Moy, and I am the Commissioner of the New York State Office of General Services (OGS). It is a privilege and honor to appear before you today and provide an update on the efforts of this outstanding agency. As I reflect on my first year as Commissioner of this agency, I think about the great strides that OGS has accomplished under Governor Hochul's leadership. I am proud to share the work that has been accomplished since I last testified before this body and discuss the impact of the Governor's Executive Budget on this agency.

Governor Hochul's Executive Budget proposes \$1.3 billion for OGS, which will allow our agency to continue to support the Governor's commitment to improve operations and service for both our colleagues in government and the broader public. OGS provides critical shared services for the State, from overseeing capital projects to administrative services to logistics and warehousing support. This budget allocation enables OGS and its 1,800 employees to handle operations for State agencies, so they can focus on fulfilling their core missions efficiently and effectively. An appropriately funded and staffed OGS will help ensure that Governor Hochul's promises to make New York State's government accessible, transparent, diverse, resilient, and responsive to New Yorkers' needs are fulfilled. I am pleased that the Governor's budget will enable us to build on the success of last year and continue to strengthen our agency's foundations.

OGS's work also impacts local governments, not-for-profits, businesses, and individual New Yorkers. We provide our clients with innovative solutions, integrated shared services, and best value in support of cost-effective operations and responsible public stewardship. Our cultural programs and careful conservation of assets provides New Yorkers with access to our historic Capitol building, the Empire State Plaza and our extensive, world-class public art program. OGS's accomplishments are



New York State's success stories, and only a properly funded and fully staffed OGS can ensure the fulfillment of Governor Hochul's promise to make government accessible, transparent, diverse, resilient, and responsive to New Yorkers' needs.

In the coming year, OGS will lead several new initiatives announced in the Governor's 2023 State of the State, including implementing a new eProcurement system that will increase efficiency and accessibility for our centralized contracts; modernizing State Office Buildings and leased spaces by improving design and providing a technology-rich environment that will facilitate a hybrid work schedule and increase collaboration and productivity; and our Digital and Media Services Center will deliver high-quality digital products and services to New York residents by focusing on customer experience, making the State's online services more accessible and easier to use. These new projects will help us improve outcomes and be responsive to the needs of New Yorkers. I'd like to take this opportunity to reflect on this year's successes with this legislative body.

Last year, Governor Hochul entrusted OGS with the implementation of key State of the State commitments. OGS established new units and brought in new talent to support these priorities, including the Statewide Office of Language Access, a Resiliency and Sustainability team, and the Project Management Office. We are formulating a strategic plan that will align our programs and services to deliver results on these Statewide priorities and to improve our customer service.

Governor Hochul directed OGS to lead the effort to transition the State to an all-electric light duty fleet by 2035. OGS was also tasked with creating the State's first Office of Language Access.

A Cleaner and Safer Fleet

Our Fleet Management team and PMO team delivered and managed a vehicle telematics pilot for the Executive Chamber, which includes OGS, the Department of Public Services (DPS), the Department of Transportation (DOT), the Department of Taxation & Finance (TAX), the Office of Children & Family Services (OCFS) and the Department of Health (DOH). In three months of implementing the system, OGS has seen an improvement in driver safety.

Office of Language Access

Last year Governor Hochul established the State's Office of Language Access at OGS, which is the second office of its kind in America. Over 5.7 million New Yorkers speak a language other than English, 2.5 million of whom have limited English proficiency. This office reaffirms Governor Hochul's commitment to ensure that every New Yorker has access to vital information, documents, and services from state government.

This office ensures that the Statewide Language Access Law is implemented efficiently and effectively. The Office works closely with 45 agencies, language services vendors, and community-based organizations that advocate for New Yorkers with limited English proficiency. Thanks to the Legislature's generosity, we have begun working with agencies to provide vital documents in French and Urdu, and collaborating with service providers and advocates to identify additional languages that are needed. We've hired an Executive Director and are continuing to staff up. We've also awarded several contracts to provide translation and interpretation services, ASL interpretation, video remote interpretation, and written translation; and we've made closed captioning and subtitling accessible for state agencies. We are making it easier for every New Yorker to receive and benefit from every resource that the state has.

Resiliency & Sustainability

In February 2022, we created the Office of Resiliency and Sustainability and in the 12 months since this division was created, we have become a critical resource for state agencies, elected officials and advocacy groups. This new team provides technical assistance and policy guidance to State agencies and authorities in order to meet Governor Hochul's ambitious climate goals and we have already made great strides in addressing resiliency and sustainability issues that impact our state agencies.

OGS is leading the implementation of many of Governor Hochul's priority initiatives, in collaboration with our partners at DEC, NYSERDA, and NYPA. We are a co-lead of the GreenNY Council, where we oversee the development of guidelines and reporting on the state's sustainability plan. OGS is supporting the conversion of the light duty fleet to all zero emission vehicles by 2035 and facilitating the build-out of the essential fleet charging

infrastructure. We are working across multiple disciplines to develop a plan to adapt state assets and operations to the increasing impacts of climate change. OGS also developed and implemented the roll-out for Executive Order 22: Leading by Example Directing State Agencies to Adopt a Sustainability and Decarbonization Program managed a Virtual Power Plant pilot program working group with the New York Power Authority; and participated in efforts to shape Environmental Bond Act projects, Extreme Heat Emergency Planning, and Agency Vulnerability Assessments. We have convened a Zero Emission Vehicle (ZEV) Conversion interagency working group to identify opportunities, barriers, and innovations while establishing multiple streamlined procurement mechanisms for rapidly expanding EV charging infrastructure. The team is also developing agency guidance related to embodied carbon in construction materials, low-carbon concrete use, and the elimination of bottled water use in coordination with the GreenNY Council and the Executive Chamber.

OGS is seeking renewable energy and efficiency solutions for the Empire State Plaza and the State. The Empire State Plaza Energy Infrastructure Master Plan project kicked off at the end of FY21-22 for an energy and water usage investigation. The FY 22-23 study focused on energy surveys and analysis, geothermal source investigation, decarbonization scenario planning, and a Level 2+ investment-grade energy audit.

These new innovative programs are important additions to OGS' diverse portfolio of services for the State, but we have also continued to strengthen our operations strategically, focusing on delivering better outcomes for our clients, vendors, and the people of New York.

Real Estate

OGS has 468 current leases and 11.7 million square feet of leased office space, with \$273.6 million in annual base rent paid by the occupying agencies. We also manage warehouses and other required space on behalf of Executive agencies throughout the State. We are responsible for the administration and daily operations of a portfolio of 20 million square feet of the State's real property, across 150 state-owned buildings 9 parking garages, 31 surface lots, 2 power plants, hundreds of mechanical and high voltage electrical spaces, and structures totaling over \$7 billion in assets, serving approximately 30,000 tenants and thousands of visitors

statewide. OGS oversee the rehabilitation and conservation of the State's buildings, including about 200 preventive maintenance and capital projects annually.

Thanks to the investments made by Legislature and Governor Hochul, OGS began work on the \$175.5 million infrastructure package to address urgent Empire State Plaza Infrastructure needs, including health and safety issues, electrical systems, conveyance systems, and structural repairs. The package explicitly targets equipment and infrastructure nearing or beyond their useful life and helps OGS to target the substantial deferred maintenance in statewide portfolio. In the past year, OGS Design & Construction awarded multiple construction projects, and several other projects are in the design process with D&C. OGS is preparing for the restoration of the Capitol's Eastern Approach, which includes the Eastern Approach Staircase along with the connecting North and South Promenades, East Portico, and Executive Ramp. OGS also initiated work on the Capitol Roof Project, which restores the center courtyard, and installs new copper wall cladding, windows and roofing for the Hawk Street passage.

Major Projects

This past year, we started work on Phase 1 of our project to improve the roof, center courtyard, and main floor of the Capitol. The Phase 1 work includes hazardous material abatement, exterior courtyard façade restoration work, removal and replacement of the low slope roof areas with the specified systems, construction of courtyard planters & ventilators, areaway restoration, and door replacements and gratings and all associated flashings, roof drainage, mechanical exhaust systems, and lightning protection systems. We are aiming to ensure that this work provides as little disruption to the Legislature and the public as possible, including providing alternative access and protective structures.

We also delivered four 2.5-Megawatt emergency generators and associated electrical equipment to support the Empire State Plaza. The new high-voltage equipment, switches, and systems will support the new generators emergency power to the site. The project results from numerous meetings with the neighborhood and considers the impact of the existing emergency power generation on the residents.

East Parking Garage, Albany – Rehabilitation: We completed the rehabilitation of this parking garage and repaired structural faults determined during a structural evaluation. Work included concrete ramp work; exterior masonry work on the north, east, and west building faces; fifth-floor top deck concrete repair; and top deck concrete repairs of ramps leading up to the fifth floor.

River Front Pump Station – Wedge Wire Screen and Pump Installation: We completed the project, which includes the installation of four wedge wire screens measuring 20' long and 6' in diameter, lifting mechanism, access platform, and associated concrete intake manifolds on the intake of the Riverfront Pump Station. The pump station supplies water to the Empire State Plaza (ESP) Central Air Conditioning Plant (CACP) and other nearby buildings. The screens' purpose is to protect against the entrainment and impingement of fish. The project also includes the replacement of the existing traveling and bar screens.

Shirley Chisholm State Office Building, Brooklyn – 11th & 12th Floor Rehabilitation: We completed work on the 11th and 12th-floor renovation. Work included wall partitions, ceiling grids, millwork, sinks and water coolers, converters, mechanical ducts, grills and diffusers, temperature controls, light fixtures, outlets, and access control.

Empire State Plaza, Albany – Interior and Exterior LED Lighting: This project will be completed by the end of this year. We are replacing the existing metal halide lighting at multiple buildings across Empire State Plaza with more efficient LED lighting in contracts with New York Power Authority (NYPA). ESP Plaza Interior and Exterior (Exterior 360+ fixtures, Interior 245,000 LF of office fixtures), with energy savings near 80% compared to the existing fixtures. LOB, JOB, Corning Tower, Agency 1-4, Swan St.

Empire State Plaza, Albany Chill Plant Phase 1: We completed the project which replaced one of our existing 4,500-ton steam-driven chillers with a 6,000-ton electrically driven chiller and associated controls. The project included opening one of the original hatches on the Plaza Deck to install the new chiller. This summer, we commissioned and ran the chiller, which enabled OGS to reduce our river water outfall temperature to the Hudson River. This specific project was in development for many years and required extensive coordination that helped OGS continue compliance with

our DEC SPDES Permit effluent limits. As a result of the project, we reduced local natural gas fuel use and emissions by 18%, which helped OGS meet our BuildSmart goals and benefits the local community.

Support Services

OGS delivers support services for agencies, including central printing, consolidated warehousing & distribution operations, dockmaster, emergency management & planning, food distribution, mail & freight services, screening room, and state & federal surplus property. These programs provide essential services to state entities, local municipalities, schools, emergency feeding organizations, and the public. We also deliver around-the-clock vital statewide emergency response and recovery support following floods, fires, weather disasters. This past weekend alone, our staff responded at all hours to numerous reports of burst pipes, flooding, and loss of heat in the Capitol and other state buildings.

Shared Services

OGS provides shared services for state agencies including the Business Services Center, Procurement Services, and the newly implemented Project Management Office.

For 10 years, the Office of General Services' Business Services Center has been New York State's central office for processing human resource and finance transactions every day across state agencies. Our efforts increase efficiencies, lower costs to taxpayers, and support agencies as they focus on core mission activities. Services are delivered by a highly motivated workforce committed to exceptional customer service.

We provide financial services to 66 executive agencies and HR services to over 44,000 individual customers across 55 agencies in the following areas: benefits, payroll records management, and time & attendance. The BSC provided comprehensive customer support to all agency and individual customers through customer inquiries, BSC Help Center Accounts, and customer education and communication. This year the BSC, in partnership with the New York Statewide Financial System (SFS), kicked off transition meetings with the Department of Environmental Conservation. SFS will be configured to allow DEC to utilize the system. The BSC will facilitate DEC's transition to SFS and BSC services

in 2024, leading to further efficiencies that benefit the agency and the public.

Additionally, the Business Services Center collaborated with ITS to implement our first Robotic Process Automation (RPA) to reduce the manual work associated with our personal data change process. The automation allows us to reallocate FTEs previously dedicated to that work to other work where there may be a backlog. We have identified five different techniques that we will explore for RPA.

By providing these administrative services on behalf of other agencies, their executive teams can focus on their core missions on behalf of the State and all New Yorkers.

OGS is responsible for designing centralized contracts, aggregate buys, strategic sourcing, filed requirements, piggybacking & collaborative purchasing to promptly procure goods and services that meet our customers' business needs across the state at the best value for New York taxpayers. Over 8,000 government entities, over 4,500 towns, cities, counties & municipalities, 108 SUNY and CUNY campuses, and over 700 school districts, not-for-profit organizations, public authorities and public benefit corporations leverage our centralized contracts in order to increase efficiency.

This year, OGS has successfully established centralized contract awards for Administrative Services and Language Services. For Administrative Services, 74 contracts were awarded for temporary personnel services under various lots and regions statewide. This multiple-award centralized backdrop contract solicitation utilizes a request for quote process to provide authorized users with flexibility and competitive pricing for temporary staffing services in titles such as Office Worker, General Health, Physicians and Nurses, and Light Industrial Occupations.

In 2022, OGS was able to successfully hold its first in-person GovBuy event since the start of the pandemic. GovBuy is the State's purchasing forum, which provides education to public procurement professionals, enables authorized users and vendors to learn about industry trends, new or existing service offerings, changes to contracts or vendor services, and provides vendors with the opportunity to exhibit their products and services for all authorized users

OGS continues to be a leader in new and innovative contracting. It successfully awarded technology contracts to over 200 vendors for hardware, software, cloud, and implementation services in the Umbrella Manufacturer's contract suite designed to promote purchasing power at the speed of technology. This contract now includes almost all of the premier technology brands in the country and modernized cloud terms and conditions that are nation leading.

Under Governor Hochul's leadership, OGS will develop an eProcurement system to bring our centralized contracting process in line with industry standards. New York is the last large state without an eProcurement system. eProcurement will make the contracting process more efficient and user-friendly for our vendors and our users. It will also provide us with better data, which will help us be more responsive to trends, and better meet the needs of our users. This project will build on OGS's success in implementing the Centralized Online Management eProcurement Tool (COMeT). COMeT allows authorized users and contract vendors to leverage the IT Manufacturer Umbrella contract efficiently, and we look forward to extending those efficiencies to all of our vendors and authorized users.

Design and Construction

In addition to managing space, we also design, build, and conduct project permitting with our Design and Construction division. This team provides architectural, engineering, contracting, and construction management services to over 50 state agency clients with a current workload of \$1.4 billion in active construction projects and another \$2 billion in design development.

Many of our projects have been completed on time and within budget. Some of our successes include completing the OVS Sexual Offender Evidence Kit Storage building. This project satisfied a legislative requirement under Public Health Law to provide a 20-year storage facility for sexual offender evidence kits. We have completed phase four of DOT's program to replace 104 salt storage structures. We have completed the construction of the Fredonia Station Building. This is the first barracks to be constructed in a federally funded initiative to build NYSP Station Buildings

at various Troop locations throughout New York State (up to 252 sites, \$875 million).

Our team has also started constructing the first phase of the Adirondack Rail Trail. This \$8 million project is a 34-mile multi-use recreational path for outdoor adventurers between Tupper Lake and Lake Placid and is set to be completed in the Fall of 2023. We have also taken crucial first steps with the Division of Military and Naval Affairs toward the completion of 43 capital construction projects, committing a total of \$78.5 million which will make significant improvements to New York's Army National Guard facilities and support troop readiness.

Minority- and Women-Owned Businesses (MWBE)

We are proud of our commitment to MWBE businesses interested in state contracting. OGS has awarded \$208 million in contracts to MWBEs, resulting in a 49% utilization rate for OGS. Since 2011, MWBEs have won more than \$1.17 billion in contracts associated with our Design & Construction services. OGS is on track to meet and exceed the Governor's target of 30% for the agency's utilization of MWBEs.

New York State Digital and Media Services Center (DMSC)

New York State has over 100 websites and 1,000 web applications and administers thousands of resident-facing transactions. The New York State Digital Service Team would be dedicated to creating a significant digital footprint for New York State that makes online services accessible and easy to use. Working with ITS, OGS is modernizing New York State's approach to delivering high-quality digital products and services to New York residents by focusing on customer experience, process, and technology.

Convention, Cultural Events, and Curatorial

Since becoming Commissioner, one of my goals has been to bring more inclusive cultural events to the Plaza that showcases New York's diversity. This year, we've also prioritized bringing New Yorkers together through in-person convenings and events, in as safe a manner as possible. To that end, for the first time since 2019, we brought back an in-person event to celebrate our annual Dr. Martin Luther King Jr. Day observance. We hosted

510 public tours with 10,293 participants, serviced 384 tour groups, and currently have over 60 group tour booked for 2023. We've added new traditions to the programs offered by our agency, including our second annual Lunar New Year Celebration, new exhibits from the Harlem Art Collection to celebrate Hispanic Heritage Month, the launch of the inaugural Disability Rights and Employment Awareness Month (DREAM) Symposium in partnership with the Governor's Office of Chief Disability Office, and as a part of our Black History Month celebrations we currently have an exhibit on display in the Capitol.

Finally, I want to share that one of my important priorities has been to strengthen the foundations of our agency across all aspects of our work, including people, process and importantly, technology. We need to hire, recruit, develop, and retain talented staff members. We must work as efficiently as possible and get the best possible outcomes from our vendors to advance the work of the State. We must focus on our customers and determine whether we are meeting their needs. This requires that we align our work accordingly and gather input on a regular basis from the client agencies whom we serve. It also requires that we measure performance of our agency in both quantitative and qualitative outcomes, because you cannot manage what you cannot measure. To that end, we've created new offices for project management and strategy to support efforts to improve our business systems and tracking agency performance, in partnership with OGS business units, ITS project management and technology support teams, and establish a foundation for consistent project success throughout OGS.

It is an absolute honor to lead OGS' talented and dedicated team. Thank you for inviting me to provide testimony today. I will now turn it back to Chair Krueger and Chair Weinstein and am happy to take any questions.