Office of Contracting and Procurement
OCP *(PO)*

MISSION

OCP's mission is to procure quality goods and services through a streamlined procurement process that is responsive to the needs of government agencies and the public and that ensures all purchasing actions are conducted fairly and impartially.

SUMMARY OF SERVICES

OCP purchases approximately $1.2 billion in goods and services on behalf of more than 60 different District agencies and programs. OCP buying teams include goods, services, transportation and specialty equipment, and information technology. The agency provides oversight and monitoring of agencies with delegated contracting authority, contract administration support, and manages the District's Purchase Card Program. OCP also provides surplus property management for all District agencies.
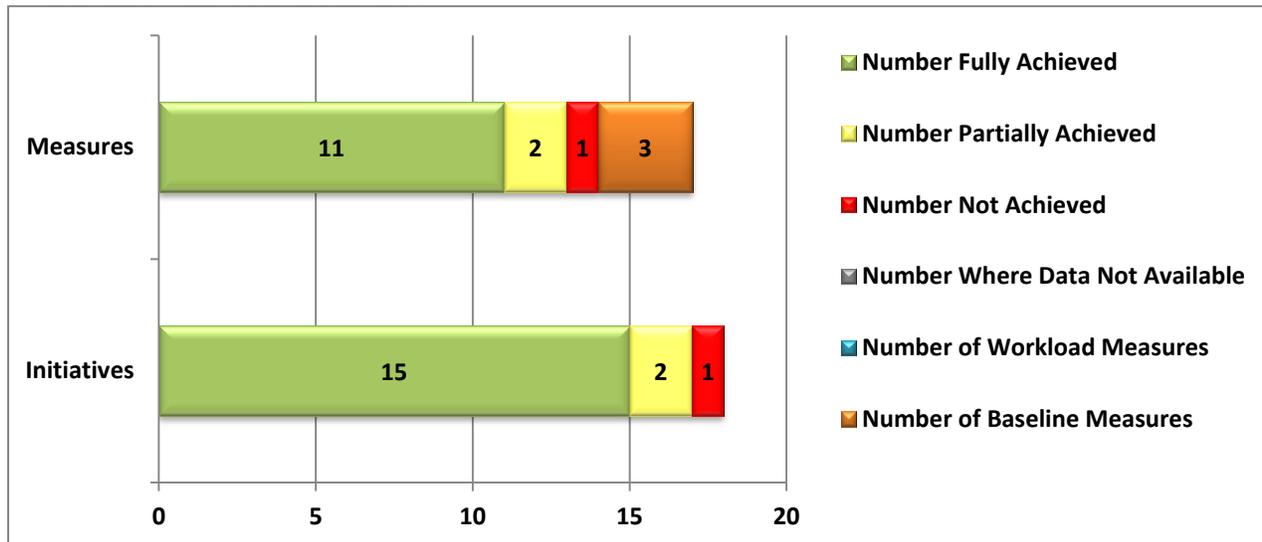
ACCOMPLISHMENTS:

- ✓ Implemented the OCP Customer Contact Center (CCC).

- ✓ Implemented Ariba Category Management (ACM) Tool.

- ✓ Established Audits - Expanded the scope and breadth of OCP's internal audit program.
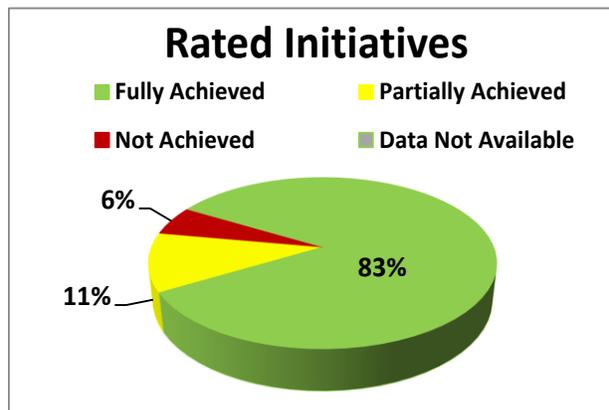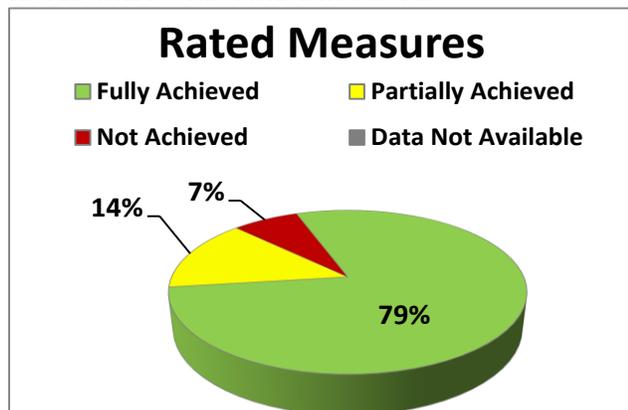
Office of Contracting and Procurement   *FY 2012 Performance Accountability Report*
Government of the District of Columbia   *Published February 2013*

1

OVERALL OF AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES

Legend:
- Number Fully Achieved
- Number Partially Achieved
- Number Not Achieved
- Number Where Data Not Available
- Number of Workload Measures
- Number of Baseline Measures

Measures: 11, 2, 1, 3
Initiatives: 15, 2, 1

RATED MEASURES AND INITIATIVES

Rated Measures
Fully Achieved, Partially Achieved, Not Achieved, Data Not Available

7%, 14%, 79%

Rated Initiatives
Fully Achieved, Partially Achieved, Not Achieved, Data Not Available

6%, 11%, 83%

Note: Workload and Baseline Measurements are not included

Default KPI Rating:		
>= 100%	Fully Achieved	
75 - 99.99%	Partially Achieved	
< 75%	Not Achieved	

Performance Initiatives – Assessment Details

Performance Assessment Key:

⬤ Fully achieved   ⬤ Partially achieved   ⬤ Not achieved   ⬤ Data not reported

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Operations and Support Division

OBJECTIVE 1: Streamline and Simplify the Procurement Process

⬤ **INITIATIVE 1.1: INITIATIVE 1.1: Establish an OCP Customer Service Unit.**

Fully Achieved - 100%

Customer Contact Center (CCC) was launched on July 27, 2012 and has been very successful. CCC has registered over 1,000 vendors this fiscal year thus expanding competition, and it is the single contact point for vendor and agency inquiries.

The OCP Customer Contact Center is fully operational and has increased OCP's response time to vendor inquiry and registered new vendors to do business with the District.

OBJECTIVE 2: Streamline and Simplify the On-line Auction Process to Increase Revenue

⬤ **INITIATIVE 2.1: Implementation of the Expanded On-line Auction Contract**

Fully Achieved - 100%

This initiative was met and exceeded. Revenue has increase from $1M last year to over $2M this year.

⬤ **INITIATIVE 2.2: INITIATIVE 2.2: Increase the quality and value of surplus services by maximizing the use of the equipment re-utilization program. Expand the equipment re-utilization program.**

Fully Achieved - 100%

Re-utilization program expanded by 28%, exceeding goal by 8%.

OBJECTIVE 3: Increase use and residual revenue from Purchase Card Program

⬤ **INITIATIVE 3.1: INITIATIVE 3.1: Expand Purchase Card program to Ghost Card use for fixed costs**

Fully Achieved - 100%

This initiative has been met. The framework and infrastructure has been put in place with 3 utility and telephony vendors. We have worked with the Office of the Chief Financial Officer to begin receiving rebates from these vendors in FY 13.

Procurement Division

OBJECTIVE 1: OBJECTIVE 1: Streamline and Simplify the Procurement Process.

🟡 **INITIATIVE 1.1: INITIATIVE 1.1: Realize increased use of term contracts via online access.**
Partially Achieved - 50%

OCP met its goal and has executed 6 term contracts. OCP must partner with OCTO to develop platform for building online catalogs and must also work with OCP attorneys to finalize legal sufficiency for catalog use. Research has indicated that building of platforms will take longer than anticipated and OCTO has lowered this initiative in priority. OCP will continue to work with legal staff to ensure catalog use is consistent with regulations of PPRA. OCP will provide update in FY 13, with a commitment to completion by October, 2014.

🟢 **INITIATIVE 1.2: INITIATIVE 1.2: Maximize District vendor base through increased usage of the e-sourcing registration.**
Fully Achieved - 100%

OCP registered an addition 1,109 vendors in FY 12, increasing registered vendors to over 2,000.

OBJECTIVE 2: Increase Accountability through Transparency and Compliance with Governing Laws and Policies.

🟢 **INITIATIVE 2.1: INITIATIVE 2.1: Continue steps toward full compliance with the PPRA of 2010.**
Fully Achieved- 100%

OCP set a measure for this initiative to update 10 chapters of the 27DCMR. OCP met this this goal.

🔴 **INITIATIVE 2.2: INITIATIVE 2.2: OCP continues to develop its Green Purchasing Program (SUSTAINABILITY).**

60% achieved

OCP achieved only a portion of this initiative:

- OCP published the 1st annual green spend report in Q2, FY 2012.
- OCP also put infrastructure in place with Ariba Sourcing and Contracts modules to give procurement staff the ability to track green spend.
- Green procurement training was integrated into OCP's Statement of Work training, which is offered district-wide.

Further research during fiscal year 2012 revealed that OCP would require additional resources for this initiative and that the goals should be changed to meet more of the Mayor's Sustainability Initiative.

OCP applied for and won a grant under the Mayor's Sustainability Initiative for 2013 and is currently developing strategy to achieve new goals for this grant. New goals will be a part of the FY 14 Performance Initiatives.

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4

Procurement Integrity & Compliance

OBJECTIVE 1: Increase Compliance with District Procurement Laws and Regulations

● **INITIATIVE 1.1: INITIATIVE 1.1: Expand the Scope and Frequency of Audit and Compliance Activities**

Fully Achieved -100%

In FY2012, OCP's Office of Procurement Integrity and Compliance (OPIC) set and met several ambitious goals in realizing the administration's vision for robust monitoring and oversight of procurement actions on both a 'pre' and 'post' award basis. In addition to the expertise and cooperation extended to the office by the procurement, training, IT, administration, and legal divisions, early success in this area is attributed to the methodical expansion in the scope and frequency of compliance activities.

For instance, by the numbers, OCP-OPIC reviewed/audited over 1,900 transactions (this includes 100% reviews of emergency (post award) and sole source (pre-award), both of which declined by approximately 80% from the previous year)*, audited over $700M worth of procurement actions at 34 agencies subject to OCP authority, led District-wide CAFR remediation efforts at 8 agencies independent of OCP's authority, provided timely compliance support to the District's Purchase Card Program Management Office by completing reviews at 21 District agencies, and oversaw declines (for the fourth consecutive year) in the total number of CAFR deficiencies attributed to OCP.
* Excluding DCSS procurements

● **INITIATIVE 1.2: INITIATIVE 1.2: Assuring the Quality and Sustainability of Audit Operations**

Fully Achieved -100%

To assure goal attainment as this relates to Initiative 1.1, OCP-OPIC realigned its operations in the fourth quarter of FY2011, culminating in an independent assessment (Peer Review) of its audit operations. The Association of Local Governments Auditors (ALGA) completed its review of OCP-OPIC's operations deeming it to be satisfactorily complying with Generally Accepted Government Auditing Standards (GAGAS aka Yellow Book standards).

While the office's operations were certified, there were seven recommendations made to enhance operational efficacy. Amongst these recommendations was the need to bolster supervisory review, update procedures to reflect current standards, and to provide opportunities for government audit training and certification of staff in accordance with GAGAS. In the first and second quarters of FY2012, OCP-OPIC fully implemented the recommendations of ALGA's Peer Review Team. Further, by September 30th, all staff passed the Certified Government Auditor Professional (CGAP) exam, each earning an internationally recognized credential conferred by the Institute of Internal Auditors (IIA**).**

OBJECTIVE 2: Systematize Enterprise-wide Risk Assessments and Response

● **INITIATIVE 2.1: INITIATIVE 2.1: Fully Implement an Integrated Risk and Controls Framework**

Fully Achieved – 100%

In FY2012, OCP-OPIC designed and began issuing an internal management report known as the Bellwether Report. The Bellwether Report serves as a summary of all deficiencies identified through internal audit activities. The information is plotted along the District's procurement lifecycle, providing readers with an executive digest of the "Who, What, Where, Why, When and How" of non-compliance. For the first time, critical information and trend data is being disseminated to those charged with governance to remediate errors, coach staff, and update training curriculum.

Further, in FY2012, following Independent Agency field audits and remediation activity, OCP-OPIC developed a prototype Control Self-Assessment (CSA) tool to facilitate future remediation activity. The CSA tool will enable heads of procurement operations across the city to evaluate staff's understanding of procurement rules without a formal audit. The content of the CSA tool will be linked to primarily to CAFR audit risks and, as warranted, periodic assessments of the design of OCP's controls.

Resource Management Division

OBJECTIVE 1: Create a procurement training institute that will provide a comprehensive training curriculum for all DC Government Procurement staff.

● **INITIATIVE 1.1: INITIATIVE 1.1: Develop a core set of ten (10) courses for procurement staff that will standardize procurement methods.**

Fully Achieved - 100%

OCP has developed 12 courses, exceeding its goal by 2 courses.

● **INITIATIVE 1.2: Working with the University of the District of Columbia (UDC), develop and deliver procurement industry certification programs.**

Fully Achieved - 100%

OCP has developed an Outline and Curriculum for the program and in collaboration with UDC. Execution will commence in FY 13.

OBJECTIVE 2: Increase Recruitment and Retention efforts across Agency

● **INITIATIVE 2.1: Expand Recruitment to fill historically hard to fill positions and maintain staffing levels**

Fully Achieved - 100%

OCP for FY 12 has maintained staffing levels above 85%.

- **INITIATIVE 2.2: Research, develop and pilot employee performance measures for OCP positions.**

  Fully Achieved - 100%

  Performance Measures were developed and implemented in the FY 12 Employee Evaluations for OCP. Measures were used and the anchors for performance measurement.

Technology Division

OBJECTIVE 1: Communication and Training

- **INITIATIVE 1.1: Through surveys, forums, and other means, identify to needs of OCP staff, Vendors, and Agencies.**

  Fully Achieved - 100%

  OCP Technology group conducted surveys and procurement staff feedback to develop ARIBA forums. These forums, held bi-weekly are sessions for users of E-Sourcing and the Contracts Module of PASS to gain additional information and how-to techniques. Forums have been very popular and have contributed to successful use of E-Sourcing.

OBJECTIVE 2: New real-time Ariba Category Management module in PASS.

- **INITITATIVE 2.1: Finalize the implementation and training of ACM Module.**

  Partially Achieved - 90%

  OCP Technology, Procurement and Training teams collaborated for successful implementation of the Ariba Category Management (ACM) Module in PASS. Templates for the ACM Module serve as checklists to documents procurement processes for Simplified Acquisition, Invitation for Bid (IFB) and Request for Proposal (RFP). Staff has been fully trained on Simplified Acquisitions and IFB. RFP templates are in place and training is in progress.

OBJECTIVE 3: Information distribution to Internal and External customers via web portals.

- **INITITATIVE 3.1: Provide effective distribution of regulations, procedures, and processes to OCP staff, Agencies and Vendors via Website enhancements, as well as to support new PPRA regulations**

  Fully Achieved - 100%

  All received data for transparency and processes documentation have been posted to the OCP website.

Performance Initiatives – Assessment Details

Performance Assessment Key:

● Fully achieved ○ Partially achieved ● Not achieved ○ Data not reported ● - Baseline Measure

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Operations and Support Division								
●	2.1	Increase certified non-profits using SPD program	0	34		65	191.18%	ADMINISTRATION AND SUPPORT
●	2.2	Increase Revenue by 20%	0	20%		197.20%	986.01%	ADMINISTRATION AND SUPPORT
●	3.1	Select Vendors for participation in FY 13 for Ghost Card Program	0	3		4	Baseline Measurement (Not rated)	ADMINISTRATION AND SUPPORT
Procurement Division								
●	1.1	6 New Term Contract Vehicles	2	6	6	5	83.33%	PROCUREMENT
●	1.2	Increase the total number of active vendors in Ariba Network to 1,800	1,628	1,800	172	1,109	644.77%	ADMINISTRATION AND SUPPORT
●	2.1	Updates 10 Chapters of 27 DCMR	4	10		10	100%	AGENCY MANAGEMENT PROGRAM
●	2.2	Implementation of a new vendor responsibility certification.	0	100		100%	Baseline Measurement (Not rated)	PROCUREMENT

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
Resource Management Division								
🟢	1.1	Development and Delivery to CPO 10 Courses ready for training implementation	0	10		12	120%	ADMINISTRATION AND SUPPORT
🔴	1.2	OCP will develop at least two training courses in collaboration with UDC	0	2		1	50%	ADMINISTRATION AND SUPPORT
🟢	2.1	Fill and maintain retention of 85% of budgeted staff positions	0	85		94.83%	111.56%	ADMINISTRATION AND SUPPORT
🟢	2.2	Implement Performance Anchors for at least 75% of OCP staff	0	75		98.85%	131.80%	ADMINISTRATION AND SUPPORT
Technology Division								
🟠	1.1	Perform Annual Survey of OCP and Agency Contracting Staff on use of E-sourcing	0	100%		91.6%	Baseline Measurement (Not rated)	PERFORMANCE MANAGEMENT
Procurement Integrity & Compliance								
🟢	1.1	# of Compliance Reviews and Audit Reports Issued	0	100		451	451%	PROCUREMENT INTEGRITY AND COMPLIANCE
🟡	1.2	Average # of Days to Complete a Compliance Review Audit	0	7		7.52	93.13%	PROCUREMENT INTEGRITY AND COMPLIANCE

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9

	KPI	Measure Name	FY 2011 YE Actual	FY 2012 YE Target	FY 2012 YE Revised Target	FY 2012 YE Actual	FY 2012 YE Rating	Budget Program
🟢	1.3	% of Sole Source, Emergency and Million Dollar Contracts Audited	0	100%		100%	100%	PROCUREMENT INTEGRITY AND COMPLIANCE
🟢	2.1	% of OCP Contracting Officer Operations Reviewed/Audited	0	100%		100%	100%	PROCUREMENT INTEGRITY AND COMPLIANCE
🟢	2.2	% of Agency Contracting Officer (ACO) Operations Reviewed/Audited	0	20%		22.73%	113.64%	PROCUREMENT INTEGRITY AND COMPLIANCE