



OFFICE OF CONTRACTING AND PROCUREMENT

FY 2024 PERFORMANCE ACCOUNTABILITY REPORT

JANUARY 15, 2025

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1 OFFICE OF CONTRACTING AND PROCUREMENT

Mission: OCP's mission is to procure quality goods, services, and construction through a streamlined procurement process that is transparent and responsive to the needs of government agencies and the public, and ensures all purchases are conducted fairly and impartially.

Services: OCP manages the purchase of \$5.6 billion in goods, services and construction annually, on behalf of over 77 District agencies. In its authority under the Procurement Practices Reform Act of 2010 (PPRA), OCP is responsible for both establishing procurement processing standards that conform to regulations, and monitoring the effectiveness of procurement service delivery. Procurement processing and management is enhanced by OCP specialists who are assigned to agency worksites to directly collaborate with program staff throughout the entire procurement process. OCP core services include the DC Supply Schedule, Purchase card (P-Card) program, and the surplus property disposition and re-utilization program. And, OCP's learning and certification programs support on-going development of staff proficiency and procurement service quality.

2 2024 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
Contract Management Organizational Capability (CMOC)	<p>OCP Completed the second year of the DC CMOC program. This program is a partnership between the Procurement Training Institute (PTI) within the Office of Contracting and Procurement, the National Association of State Procurement Officials (NASPO) and the National Contract Management Association (NCMA). This program is based on the Contract Management Standard (CMS), which is imbedded within the NCMA Contract Management Body of Knowledge (CMBOK). The CMS is an approved American National Standard by the American National Standards Institute (ANSI).</p> <p>Following the eight-week program, participants successfully completing the training earned the CMOC certificate, a visible symbol of professional credentials within the world of public procurement and contract management. Since its inception in 2022, there have been 130 participants in the training of which 111 participants (85%) successfully completed and earned the CMOC certification.</p>	NA
OCP Internship Program	<p>OCP successfully completed a second year of its internship program. The goal of the internship program is to provide real-world access to the profession for students who are contemplating a career in the field. This year, the agency hosted interns for 8 weeks from Howard University and Penn State University. The interns served as entry-level contract specialists supporting the Education and Public Safety and Justice clusters. The internship program is a continued collaboration between the National Association of State Procurement Officials (NASPO) and the Office of Contracting and Procurement (OCP).</p>	NA

(continued)

Accomplishment	Impact on Agency	Impact on Residents
OCP Buys Program	In FY 24, OCP has revitalized it's DC Buys Program to be industry specific events to provide an opportunity for local and regional vendors to directly engage the District's program managers and procurement personnel. Vendors have the opportunity to market goods and services, share capability statements, and learn of upcoming District government procurement opportunities directly from representatives who make purchasing decisions on behalf of their specific District government agencies. The first event hosted in FY 24 was focused on information technology suppliers.	NA

3 2024 OBJECTIVES

Strategic Objective

Promote excellence in OCP contracting and Strategic Logistics Center (SLC) services.

Promote continuous innovation to achieve operational excellence and transparency.

Promote a culture of learning to sustain a more efficient workforce.

Enhance outreach and increase collaboration with both industry and client agencies.

Create and maintain a highly efficient, transparent, and responsive District government.

4 2024 OPERATIONS

Operation Title	Operation Description
Promote excellence in OCP contracting and Strategic Logistics Center (SLC) services.	
Surplus Property: Daily Service	The District gains cost savings through the repurposing and redistribution of surplus property. OCP will auction surplus property no longer needed, generating additional revenue for the District
P-Card Utilization: Daily Service	The District of Columbia uses the P-Card Program as a fast and effective way for agencies to procure goods and services under \$5,000 for single purchases. The P-Card Program serves as an alternative method of procurement that reduces the processing cost and delivery time for small purchases. Over 75 agencies within the District use the P-Card Program as a vehicle for small purchases.
Warehouse: Daily Service	Warehouse stores supplies for citywide distribution.
Acquisition and Procurement Planning: Key Project	All agencies under the authority of the Chief Procurement Officer (CPO) annually submit planned procurements to help OCP anticipate types of purchases, cycle times and resource allocation requirements. Contract Officers use milestone planning to define key tasks and processing requirements, inter-agency coordination, deliverables, and timelines for performing functions through project completion. The acquisition process is monitored throughout the procurement life cycle to identify constraints and implement appropriate technical assistance to keep activities on track.
Contracting & Procurement: Daily Service	OCP conducts all contracting and procurement functions for agencies under the authority of the Chief Procurement Officer (CPO)
Promote continuous innovation to achieve operational excellence and transparency.	
Contract Transparency & Contractor Performance: Key Project	OCP publishes/posts newly awarded and active contracts \$100,000 and above on the OCP web site for public access. OCP also maintains a contractor performance evaluation system.
Systems, Data & Performance Division (SDPD): Key Project	The SPD Team develops and maintains server applications and SQL databases, updates both Internet and Intranet sites and improves IT functionality, creates and maintains dashboards, conducts data analyses, and oversees records management
Office of Integrity and Compliance (OPIC): Key Project	In order to align management decisions with audit functions, a specific audit committee has been formed.
Promote a culture of learning to sustain a more efficient workforce.	
Procurement Training Institute (PTI): Key Project	Core training on District procurement rules, regulations, policies, and procedures is required for all procurement staff operating under authority of the Chief Procurement Officer (CPO).
Human Resources: Daily Service	The Office of Human Resources (OHR) provides human resource management services that position the Office of Contracting and Procurement to attract, develop and retain a well-qualified and diverse workforce. Establishing and maintaining HR policies and procedures helps maintain the integrity of OCP operations.
Enhance outreach and increase collaboration with both industry and client agencies.	
Customer Service and Communications: Key Project	OCP will continue its series, "OCP in the Wards," which represents business outreach and engagement designed to demystify District procurement practices. DC Buys, a reverse vendor trade fair, monthly vendor workshops and other outreach events will occur.

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Operation Title	Operation Description
Office of the Ombudsman: Daily Service	The OCP Office of the Ombudsman supports contractors and subcontractors, operating under a valid District contract, to communicate their complaints, concerns and suggestions related to OCP's contracting and procurement matters.

5 2024 STRATEGIC INITIATIVES

In FY 2024, Office of Contracting and Procurement had 5 Strategic Initiatives and completed 20%.

Title	Description	Update
Upgrade the District's Contract Management System - Phase 2	Due to unforeseen delays with the District's new financial system (DIFS), the PASS Cloud project will now go live in FY 25. OCP is transitioning the District's 18+ year old contract management system (PASS) to a modern cloud-based system (the Cloud). Moving to the Cloud will not only improve efficiency for contract professionals, but it will also improve the user experience for industry partners and agency clients. New functionality will also include enhancements to data and reporting, making it easier to track the status of procurement actions for contract professionals, industry partners and agency clients. In FY 24 OCP will prepare PASS Cloud to go live in FY 25 by completing, but not limited to, the following actions: 1) configuring the Cloud to meet the District's requirements; 2) integrating the Cloud with other District systems; 3) system testing; 4) communicating updates with all stakeholders; and 5) facilitating training for all PASS users and vendors.	Completed to date: 50-74% Due to funding concerns, OCP has executed a strategic pause on this initiative. OCP has gathered project documentation and artifacts in anticipation of a restart of the project at a future date.

Integration and Updates of All OCP Systems to Support the PASS Cloud Implementation Best Practices

In conjunction with transitioning the District's 18+ year old contract management system (PASS) to a modern cloud-based system (the Cloud), OCP will work to improve other District systems that support the Cloud so that the maximum effectiveness of industry best practices in data reporting and transparency can be achieved. In FY 24, OCP will redesign the agency's data warehouse to provide additional data for dashboards that can be used by procurement professionals and client agencies to improve the management and oversight of the procurement of goods and services. Further integration and updates will be included to the Contractor Performance Evaluation System, Contracts and Procurement Transparency Portal, and OCP's document management system and archives, which will ultimately improve the transparency and data reporting for contract professionals, industry partners and agency clients.

Completed to date: 50-74%

Due to funding concerns, OCP has executed a strategic pause on this initiative. OCP has gathered project documentation and artifacts in anticipation of a restart of the project at a future date.

Disparity Study Review

In April 2023, the District of Columbia Disparity study was released. In FY 24, OCP will participate in a cross-government committee consisting of various agency representatives to review the study and recommendations provided to the District. Upon review, the committee will provide a report on the feasibility of the recommendations and develop an implementation plan for the District.

Completed to date: 75-99%

Members of the Disparity Study Working Group partnered with Harvard University and the Bloomberg City Leadership Initiative to participate in the Leading City Procurement Reform program. This highly competitive program brings together city leaders from across the country to solve real-world problems. The program's curriculum, teaching, and research is now being used to help finalize the final draft of the Disparity Study Action Plan by the end of the fiscal year.

This will be an ongoing initiative in FY25.

Expand Surplus Property Collections, Reutilization, and Sales from Reeves Center Move	With several District agencies relocating from the Reeves Center in FY 24, OCP will partner with those agencies to expand the collection of surplus property to increase reutilization and sales of District property. OCP will screen, tag, and retrieve the surplus property for either reutilization or for surplus auctions.	Completed to date: 75-99% OCP has established an agreement of service with The District Office of Tax and Revenue (OTR) for the Surplus Property Division of OCP to sell its seized property through GovDeals Liquidity Services, Inc. (GovDeals). OCP will oversee GovDeals sales of OTR's seized property through online auction sales. OCP is in discussion with the ACA, the Deputy Mayor, the Directors, and the Board to discuss the United Medical Center Closure Plans, initial disposition concepts and strategies of capital assets, controllable inventory, recycling, reporting, and other significant details. This will be an ongoing initiative in FY 25.
Increase Outreach to CBEs	Each year, the District contracts with over 500 Certified Business Enterprises (CBEs) located within DC. Ensuring DC residents and businesses are getting a fair shot, Mayor Bowser has made supporting local businesses a key goal. In support of this goal, OCP plans to encourage more CBE participation in OCP solicitations by hosting CBE outreach events with a focus on CBE businesses in FY 24. OCP will host at least three workshops focused on CBEs throughout the fiscal year.	Completed to date: Complete OCP continues to have General Vendor Workshops and the DC Supply Schedule Workshops where we are engaging the CBE community on how to do business with the District. Additionally, OCP organized a modified DC Buys event with a focus on information technology suppliers in the District. The event provided engagement for suppliers and the District. OCP has completed the FY 25 Acquisition Planning process and has submitted the information to DSLBD. The Mayor's Green Book is being developed for distribution to the SBE/CBE population.

6 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Promote excellence in OCP contracting and Strategic Logistics Center (SLC) services.											
Percent of contractor performance evaluations that are completed	Up is Better	60.3%	46.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	39.5%	80%	Unmet	OCP has continued to engage with client agencies on completing contractor performance evaluations. However, OCP continues to experience issues with Contract Administrators completing the initial contractor evaluations. In FY25, this KPI will appear on each client agency's performance plan, which we expect to result in increased response rates from client agencies.
Promote continuous innovation to achieve operational excellence and transparency.											
Percent of awarded contracts over \$100,000 publicly posted	Up is Better	89.2%	92.7%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	90%	100%	Unmet	OCP is has continued to engage with procurement staff and developed new reports to support the team in meeting this metric. Additionally, a new Business Operations Manager was recently hired by the agency. This individual will be tasked with reviewing data and connecting with procurement staff on meeting goals.
Enhance outreach and increase collaboration with both industry and client agencies.											
Percent of industry partners that are satisfied with OCP services	Up is Better	58.8%	83.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	80.9%	75%	Met	

Key Performance Indicators *(continued)*

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent of client agencies that are satisfied with OCP services	Up is Better	57.1%	70.6%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	65.7%	75%	Unmet	In FY 24, OCP redeveloped its customer survey and the system used to collect responses. While the agency saw an increase in responses, scores continue to be below target. OCP is analyzing results from the survey to better understand client agency concerns. In FY25, OCP will research survey distribution opportunities and create a customer survey plan to increase response rates to customer surveys.
Create and maintain a highly efficient, transparent, and responsive District government.											
Percent of new hires that are District residents	Up is Better	New in 2023	9.5%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	21.4%	-	-	
Percent of new hires that are current District residents and received a high school diploma from a DCPS or a District Public Charter School, or received an equivalent credential from the District of Columbia	Up is Better	New in 2023	19.2%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	13.6%	-	-	
Percent of employees that are District residents	Up is Better	New in 2023	35.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	36.5%	-	-	
Percent of required contractor evaluations submitted to the Office of Contracting and Procurement on time.	Up is Better	New in 2023	33.3%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	44.4%	-	-	

Key Performance Indicators (continued)

Measure	Directionality	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024	FY 2024 Target	Was 2024 KPI Met?	Explanation of Unmet KPI
Percent of agency staff who were employed as Management Supervisory Service (MSS) employees prior to 4/1 of the fiscal year that had completed an Advancing Racial Equity (AE204) training facilitated by ORE within the past two years.	Up is Better	New in 2023	New in 2023	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	Annual Mea- sure	57.4%	-	-	

Workload Measures

Measure	FY 2022	FY 2023	FY 2024 Q1	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2024
Contracting & Procurement							
Total value of contracts awarded to CBE contractors (in millions)	\$1,476.10	\$1,534.40	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$1,230.7
Total dollar value of contracts awarded (in millions)	\$4,823.50	\$12,391.10	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$3,202.6
Total number of contracts awarded	656	776	Annual Measure	Annual Measure	Annual Measure	Annual Measure	782
Surplus Property							
Amount of revenue generated from surplus property (in millions)	\$7.00	\$8.80	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$5.7