



Office of Contracting and Procurement

OCP (PO)

MISSION

To provide quality goods and services for District agencies through a coherent and streamlined procurement process that is responsive to the needs of its customers and suppliers.

SUMMARY OF SERVICES

The Office of Contracting and Procurement (OCP) purchases approximately \$1.5 billion in goods and services on behalf of more than 60 different District agencies and programs. Purchases range from basic office supplies and equipment to information technology services to construction and renovation projects. OCP also provides surplus property management for all District agencies.

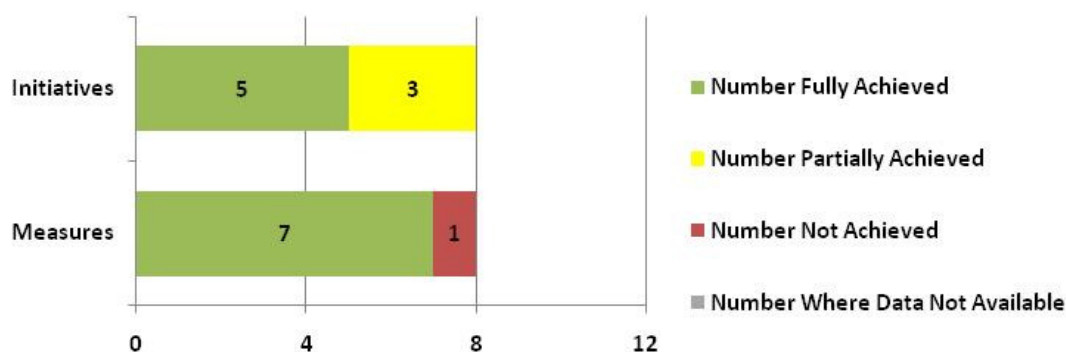
AGENCY OBJECTIVES

1. Streamline and simplify the procurement processes, including authorizing procurement actions at the lowest reasonable level.
2. Support customer agencies in a responsive and professional manner that is in full compliance with governing laws and policies.
3. Increase the quality and value of goods and services procured by maximizing the use of the competitive market place.

3 KEY ACCOMPLISHMENTS

- ✓ OCP received the National Association of State Procurement Official's Cronin Award for using "wiki" technology to make the entire procurement process more transparent.
- ✓ OCP introduced the Annual Performance Plan in July, significantly simplifying the process for agencies to compile their planned purchases for the upcoming year.
- ✓ OCP reorganized its purchasing team to be aligned by commodity rather than by agency. This approach is considered a best practice in the industry, eliminates duplicative solicitations for similar items, ensures objectivity and allows staff to develop an expertise.

OVERVIEW OF AGENCY PERFORMANCE








Performance Initiatives – Assessment Details

Performance Assessment Key:

-  Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: Streamline and simplify the procurement processes, including authorizing procurement actions at the lowest reasonable level.

-  **INITIATIVE 1.1: Re-engineer the procurement process from beginning to end.**
Partially Achieved. In FY08, OCP focused on re-engineering key elements of the procurement process and organizational structure and decided to postpone performing a full business process redesign until FY09, when it could be done in conjunction with the rollout of two new components to the Procurement Automated Support System (PASS). One key process redesign involved annual procurement planning. Rather than requiring agencies to submit all planned procurements into the Service Level Agreement system each summer, and then resubmit the same information into PASS a few weeks later, OCP consolidated the two exercises and now allows agencies to input all planned procurements into PASS. Further, OCP reorganized staff to cover commodity groups rather than be assigned by agency. This new organization facilitates the establishment of enterprise contracts for commonly needed goods and services because it eliminates the possibility of multiple contracting staff performing individual solicitations for similar items. Further, the commodity-based structure allows staff to become specialized and develop an expertise in different goods and services.
-  **INITIATIVE 1.2: Create a District-wide procurement manual.**
Partially Achieved. At the end of FY08, OCP launched its DCPedia intranet site to serve as a users guide for agencies. The site provides fundamental information about the procurement process, user tips, and includes forms, templates, procedures and web-based training links. The “wiki” format is dynamic and searchable, which makes it a much more useable vehicle than a static MSword or PDF guide. OCP also drafted a detailed procurement procedures manual for OCP staff and procurement professionals in agencies. This procedures manual should be finalized in the first quarter of FY09.
-  **INITIATIVE 1.3: Consolidate purchasing agreements for like goods and services into aggregated contract vehicles that can be ordered electronically.**
Fully Achieved. In FY08, OCP established 26 term contracts that are orderable vehicles for any agency within the enterprise. These contracts include recycled paper, transcription services, courier services, uniforms, oral translation services, landscaping maintenance, certain facility maintenance services and safety flares. In FY09, enterprise contracts will be entered into PASS so that agencies may order directly off these contracts with minimal involvement of OCP.
-  **INITIATIVE 1.4: Delegate authority in a sensible and enforceable manner.**
Fully Achieved. In April 2008, OCP promulgated a new policy allowing agencies to apply for delegated contracting authority up to \$25,000. Providing delegated authority at this level frees OCP staff from a significant number of simple procurements and allows them to focus on the more complex and mission-driven procurements. To receive delegated authority, agencies must nominate an individual to serve as an Agency Contracting Officer. This individual, either based on existing expertise or rigorous training, is then certified by the Chief Procurement Officer to serve on his behalf. Two agencies were delegated authority in FY08. It is expected many more will receive delegated authority in FY09 when OCP begins providing training classes for potential Agency Contracting Officers.



OBJECTIVE 2: Support customer agencies in a responsive and professional manner that is in full compliance with governing laws and policies.

● **INITIATIVE 2.1: Measure and continually improve the procurement process through customer satisfaction measurements.**

Fully Achieved. In late September FY08, OCP released a customer satisfaction survey to extract detailed performance information from agency leadership, COTRs and PASS users. Respondents identified a number of ways OCP can improve service including improving customer communications – particularly with regard to the status of a procurement, accelerating cycle times, and enhancing informational tools and resources. The survey is serving as a guide for OCP’s project priorities in FY09.

OBJECTIVE 3: Increase the quality and value of goods and services procured by maximizing the use of the competitive market place.

● **INITIATIVE 3.1: Create a simple “How To” guide for vendors.**

Partially Achieved. This initiative has changed its focus significantly. Rather than creating a document posted to OCP’s internet site, OCP has joined forces with OCTO, DSLBD, OTR, DOES and DCRA to create an internet portal for the business community. This portal will provide businesses with guidance and links to meet any of their needs involving the District. One component will be doing business with the government, but it will include information and links for first appropriate business licenses with DCRA and getting certified by DSLBD. This broader initiative will result in a much more powerful guide for vendors, but will not be completed until FY09.

● **INITIATIVE 3.2: Improve the vendor evaluation tool to better monitor vendor performance.**

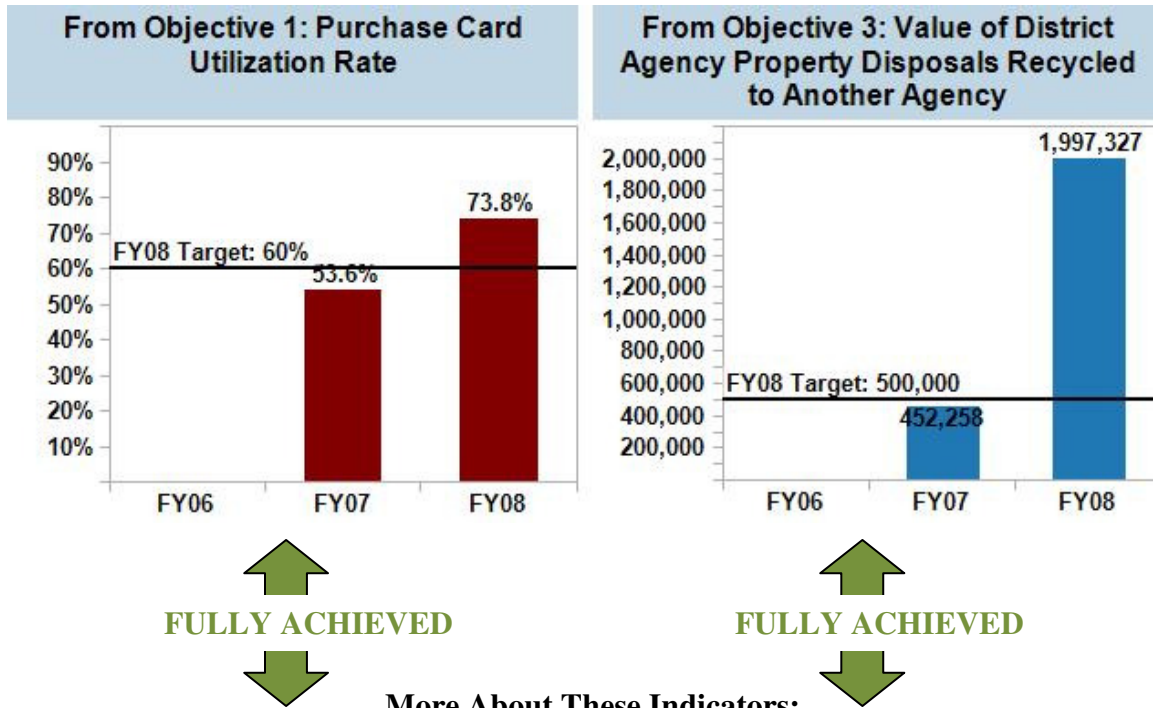
Fully Achieved. OCP determined the best approach for improving the vendor evaluation process was to modify the existing vendor evaluation tool (e-Val) until PASS is equipped to track this sort of vendor information (early FY10). The vendor evaluation (e-Val) tool was modified to allow for updates at a number of intervals/milestones during the contract period; it was initially designed for input only upon completion of work. The other key change to the tool includes complying with the Grading Act of 2008 and implementing a new vendor grading scheme (A, C, F). There have also been new enforcement efforts implemented to ensure COTRs are completing the vendor evaluation at the end of the contract period. These include direct communication to COTRs and their managers by the Contract Administration team when deadlines have not been met. Going forward, vendors receiving an F grade will be suspended/debarred, so maintaining detailed performance information during the contract period is critical.

● **INITIATIVE 3.3: Expand vendor outreach.**

Fully Achieved. In FY08 OCP established a Vendor Relations team and hired a special assistant to direct vendor outreach efforts. In addition to hosting monthly vendor roundtables to educate vendors about the procurement process, OCP held a Vendor Day in August 2008 in an effort to retain existing vendors and recruit new ones. OCP is also using the Evidence Warehouse web-based solicitation process as a model for all complex RFPs going forward. This includes a “wiki” website with videotaped pre-solicitation conferences and meetings, vendor questions and responses, new releases, calendars of deadlines and any other information that would be valuable to a vendor. The vendor relations team is also working to simplify processes for our vendors. The OCP vendor registration and PASS vendor registration processes were merged and redundant steps between the DSLBD certification and DCSS application process have been eliminated.



Key Performance Indicators – Highlights



More About These Indicators:

How did the agency's actions affect this indicator?

- OCP marketed the purchase card to agencies with a significant number of Purchase Orders under \$2500.
- OCP trained and distributed cards to 11 new agencies in FY08.

What external factors influenced this indicator?

- None.

How did the agency's actions affect this indicator?

- In FY08, OCP facilitated the recycling of nearly \$2M in disposed property to agencies, more than four times the amount recycled in FY07.
- OCP's Personal Property Division (PPD) staff has trained Agency Property Officers across the District to use the Federal Government's surplus property website and acquire property at no charge.
- OCP staff emails web links of newly available surplus property to Agency Property Officers and encourages them to assess it for possible acquisition.
- Further, the PPD generated \$668,000 in revenue through sales of liquidated District property.

What external factors influenced this indicator?

- DCRA acquired a significant number of workstations that were Federal Government's surplus property.



Key Performance Indicators – Details

Performance Assessment Key:				
● Fully achieved	● Partially achieved	● Not achieved	● Data not reported	

	FY06 Actual	FY07 Actual	FY08 Target	FY08 Actual	FY09 Projection
● OBJECTIVE 1: Streamline and simplify the procurement processes.					
Average # of calendar days from requisition to purchase order for simplified acquisitions under 100K - OCP only	12.4	9.3	7.5	6.2	7.0
Purchase card utilization rate (based on total purchases under \$2,500).	N/A	53.6%	60.0%	73.8%	80.0%
# of term contract vehicles	0	0	10	26	52
Total # of P.O.s processed through OCP	19,548	16,663	14,000	15,088	13,000
Total \$ Purchased by OCP (in 000)	\$1,074,000	\$1,164,000	\$1,232,000	\$1,350,711	\$1,303,000
● OBJECTIVE 2: Support customer agencies in a responsive and professional manner that is in full compliance with governing laws and policies.					
% of OCP customers rating OCP satisfactory or better	54.6%	60.8%	65.0%	48.1%	65.0%
● OBJECTIVE 3: Increase the quality and value of goods and services procured by maximizing the use of the competitive market place.					
Number of newly registered vendors839	935	965	1,097	1,000
Value of district agency property disposals recycled to another agency.	N/A	\$452,258	\$500,000	\$1,997,327	\$575,000