

Office of Contracting and Procurement FY2017

Agency Office of Contracting and Procurement

Agency Code PO0

Fiscal Year 2017

Mission OCP's mission is to procure quality goods and services 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.

2017 Strategic Objectives

Objective Number	Strategic Objective
1	Improve procurement service delivery to gain quality and cost efficiency of procured goods and services.
2	Improve planning and forecasting to support strategic business decisions in procurement.
3	Manage procurement training to sustain a highly competent workforce.
4	Improve transparency in contracting decisions and actions to provide reliable information to all stakeholders.
5	Expand industry engagement to ensure that the procurement process is understood and transparent to the vendor community.
6	Create and maintain a highly efficient, transparent and responsive District government.**

2017 Key Performance Indicators

Measure	New Measure/ Benchmark Year	Frequency of Reporting	Add Data Fields (if applicable)	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target
1 - Improve procurement service delivery to gain quality and cost efficiency of procured goods and services. (8 Measures)									
Percent of Comprehensive Annual Financial Report (CAFR) deficiencies remediated within a year of the audit period	<input type="checkbox"/>	Annually		74%	100%	No applicable incidents	100%	No applicable incidents	100%
Percent of audited contracting officers with a scorecard rating of at least 80%	<input checked="" type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	New Measure	100%
Percent of Single Audit Act deficiencies remediated within a year of the audit period	<input type="checkbox"/>	Annually		37.93%	100%	No applicable incidents	100%	Waiting on Data	100%
Amount of revenue generated from surplus property (in millions)	<input type="checkbox"/>	Semi-Annually		3.9	3.9	4.2	4	4.1	4
Amount of cost avoidance realized through re-utilization of surplus (in millions)	<input type="checkbox"/>	Semi-Annually		4	3	9.35	4	4.8	5
Percent of IT support issues resolved for all customers within eight (8) business hours	<input type="checkbox"/>	Quarterly		95%	90%	96.4%	95%	96.78%	95%
Percent of vendor maintenance records approved within twenty- four (24) business hours	<input type="checkbox"/>	Quarterly		Not available	90%	99.8%	90%	99.44%	90%
Percent of procurements greater than \$1 million utilizing proper milestone planning	<input checked="" type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	New Measure	80%
2 - Improve planning and forecasting to support strategic business decisions in procurement. (2 Measures)									
Percent of accurate and timely annual agency acquisition planning reports completed by OCP and the program agencies	<input checked="" type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	New Measure	100%
Percent of milestone plans developed for procurements greater than \$1 million	<input checked="" type="checkbox"/>	Annually		Not available	Not available	Not available	Not available	New Measure	90%
3 - Manage procurement training to sustain a highly competent workforce. (2 Measures)									

Percent of OCP procurement professionals completing the "Foundations" course within 90 days of on-boarding	✓	Semi-Annually		Not available	Not available	Not available	Not available	New Measure	100%
Percent of OCP procurement professionals achieving appropriate contracting tier level certification	✓	Semi-Annually		Not available	Not available	Not available	Not available	New Measure	100%
4 - Improve transparency in contracting decisions and actions to provide reliable information to all stakeholders. (2 Measures)									
Percent of awarded contracts publicly posted	<input type="checkbox"/>	Quarterly		Not available	Not available	57.5%	90%	49.32%	90%
Percent of FOIA requests responded to within the statutory timeframe (15 business days)	<input type="checkbox"/>	Quarterly		Not available	Not available	35%	90%	90.54%	90%
5 - Expand industry engagement to ensure that the procurement process is understood and transparent to the vendor community. (1 Measure)									
Number of vendor engagement forums hosted by and in participation with OCP	✓	Semi-Annually		Not available	Not available	Not available	Not available	New Measure	20
6 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)									
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Contracts/Procurement-Contracts lapsed into retroactive status	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Local funds unspent	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Improve procurement service delivery to gain quality and cost efficiency of procured goods and services. (14 Activities)			
CONTRACTING AND PROCUREMENT	SBE/CBE Subcontracting Compliance	For contracting parity, any contract executed on the behalf of the District that involves District funds, with exceptions, is legally bound to the 35 percent requirement. Federally funded, GSA, DCSS, Cooperative Agreements and CBE prime contractors are excluded.	Daily Service
PROCUREMENT INTEGRITY AND COMPLIANCE	Audit Deficiency Remediation	Single and CAFR audits are conducted for District agencies. Based on findings from external auditors, OCP notifies agencies under the authority of the CPO and their contracting officers of any deficiencies. OCP devises and monitors corrective action plans.	Key Project

PROCUREMENT MANAGEMENT & SUPPORT	Implementation Tracking for Large and Mission Critical Procurements	The acquisition process is monitored throughout the procurement life cycle to identify constraints and implement appropriate technical assistance to keep activities on track.	Key Project
SURPLUS PROPERTY	Property Revenue Generation	The OCP Surplus Property Program is a rigorous e-commerce campaign extended to industry outreach. It is building increased capacity for engaging additional auction bidding which generates revenue.	Daily Service
SURPLUS PROPERTY	Re-utilization Cost Avoidance	By avoiding acquisition costs through repurposing and redistribution, the District is able to gain cost savings and cost avoidance.	Daily Service
INFORMATION TECHNOLOGY	Service Request Resolution	Prompt resolution of IT related issues ensures a continuous flow of productivity.	Daily Service
INFORMATION TECHNOLOGY	Vendor Record Maintenance Service	This is a system to track set-up and changes to vendor accounts.	Daily Service
PROCUREMENT INTEGRITY AND COMPLIANCE	Contracting Officer Scorecard	This is an audit output identifying the compliance rating for each contracting officer.	Daily Service
CONTRACTING AND PROCUREMENT	Purchase Order Processing	This represents the number and value of purchase order workload for procurement personnel.	Daily Service
CONTRACTING AND PROCUREMENT	DC Supply Schedule	The DC Supply Schedule (DCSS) is the city's multiple-award schedule for providing commercial products and services to District government agencies. Competitive contracts are awarded to hundreds of suppliers who can provide thousands of products and services to meet recurring needs of these government agencies. Government acquisition personnel (from DC and other jurisdictions in the region) may place task or delivery orders against the schedule following DCSS procedures.	Daily Service
CONTRACTING AND PROCUREMENT	P-CARD UTILIZATION	The District of Columbia leverages the P-Card Program as a fast and effective way for agencies to procure goods and services under \$5000 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.	Daily Service
PROCUREMENT INTEGRITY AND COMPLIANCE	Risk -Based Internal Auditing	The Office of Procurement Integrity and Compliance conducts internal audits and reports its internal audit findings to key stakeholders within the agency; serves as the primary lead for OCP in support of the Comprehensive Annual Financial Report (CAFR) and Single Audit, and performs operational assessments of procurement processes and functions for agencies and teams under the authority of the District's Chief Procurement Officer.	Daily Service
INFORMATION TECHNOLOGY	Technology Support	The Procurement Technology Team develops and maintains server applications, and multiple SQL databases, updates both Internet and Intranet sites and improves IT functionality..	Key Project
HUMAN RESOURCE MANAGEMENT	Management Training	OCP's Resource Management division oversees required management training for managers, in cooperation with DCHR Center for Learning.	Key Project
2 - Improve planning and forecasting to support strategic business decisions in procurement. (2 Activities)			
CONTRACTING AND PROCUREMENT	Acquisition Planning Improvement	All agencies under the authority of the Chief Procurement Officer (CPO) are required to submit planned procurements annually prior to the start of each fiscal year. This helps OCP anticipate types of purchases, cycle times and resource allocation requirements.	Key Project
CONTRACTING AND PROCUREMENT	Milestone Planning	Contracting Officers use milestone planning to define key tasks and processing requirements, inter-agency coordination, and deliverables; and, the timelines for performing functions through project completion.	Daily Service
3 - Manage procurement training to sustain a highly competent workforce. (2 Activities)			
LEARNING AND DEVELOPMENT	Procurement Foundations Course Delivery	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).	Key Project
LEARNING AND DEVELOPMENT	Procurement Certification Workshop Delivery	Multi-tier workshop series enhances procurement proficiency through competency based learning for contracting officers and contract specialists.	Key Project
4 - Improve transparency in contracting decisions and actions to provide reliable information to all stakeholders. (9 Activities)			
PROCUREMENT MANAGEMENT & SUPPORT	Workload Management System	This is a planned comprehensive information management tool to provide timely details on workload, resource allocation and productivity.	Key Project
PROCUREMENT MANAGEMENT & SUPPORT	Transparent awards	OCP publishes/posts newly awarded and active contracts in excess of \$100,000, on the OCP web site for public access.	Key Project
LEGAL	Update Policies	OCP General Counsel Provides oversight for OCP policies and procedures.	Daily Service
CONTRACTING AND PROCUREMENT	Published Contracts	OCP tracks the newly awarded and active contracts in excess of \$100,000 which are published on the OCP web site for public access.	Daily Service

LEGAL	FOIA Requests	Requests for information are received through several means and generally require contracting personnel to gather documents for the FOIA specialist to package. The business process has been improved to tie performance to compliance and legislation therefore minimizing paperwork, reducing response time and increasing transparency.	Daily Service
OPERATIONS MANAGEMENT AND SUPPORT	Audit Committee	In order to align management decisions with audit functions, a specific audit committee has been formed.	Key Project
HUMAN RESOURCE MANAGEMENT	Standardized HR Policies	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.	Daily Service
INFORMATION TECHNOLOGY	Performance Dashboard	The Dashboard will provide a more efficient mechanism for data analysis.	Key Project
RESOURCE MANAGEMENT	Records Management	OCP maintains an on-going monitoring, oversight and records management training for all umbrella agencies.	Daily Service
5 - Expand industry engagement to ensure that the procurement process is understood and transparent to the vendor community. (1 Activity)			
CUSTOMER SERVICE AND COMMUNICATIONS	Vendor Engagement and Outreach	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.	Key Project

2017 Workload Measures

Measure	New Measure/ Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Purchase Order Processing (3 Measures)								
Total value of purchase orders awarded to CBE contractors (in millions)	<input type="checkbox"/>		Value of purchase orders to CBE contractors	Purchase orders	Quarterly	Not available	279.8	497.7
Total dollar value of contracts awarded (in millions)	<input checked="" type="checkbox"/>		Total value of purchase orders	Contracts	Quarterly	Not available	Not available	New Measure
Total number of contracts awarded	<input checked="" type="checkbox"/>		Total purchase orders	Contracts	Quarterly	Not available	Not available	New Measure

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
CONTRACTING AND PROCUREMENT (3 Strategic initiative-operation links)		
Contract awards posted on OCP website	To demonstrate transparency in contracting, OCP is required to maintain a copy of executed contracts in excess of \$100,000 on the Internet, in a searchable format. In FY17, additional delineation of OCP's contract award phase close-out process along with procedures publishing the executed contracts will enable contracting specialists to systematically upload all procurement transactions and executed contract documents into Procurement Automated Support System (PASS). Procedures will establish a schedule for publishing and then posting contracts on the OCP website for the public's easy access.	09-30-2017
Annual acquisition planning policy and procedures	Building on FY16 upgrades to the annual acquisition planning tool and database, OCP will convert procurement opportunities into forecast summaries, for posting to the agency website. Forecast details will be organized by key categories including commodity, NIGP code, buying agency, and procurement timeline; and, it will be searchable, to give vendors easy access to reliable information. Published forecasting also supports contracting transparency objectives.	09-30-2017
Optimize P-Card use across District procurement operations	In FY16, OCP performed a preliminary assessment of the current Procurement Card program to identify and recommend opportunities and efficiency measures to improve the rebate and better leverage the existing contract. Among the key findings, greater efficiency can be achieved when the P-Card program is utilized to pay fixed assets such as electric, gas, water, sewer, etc. The FY17 priority is to obtain buy-in from the Office of Resource Management within the Office of the Chief Financial Officer as a payment vehicle, with the added value of consolidating spend and earning a higher rebate.	09-30-2017
CUSTOMER SERVICE AND COMMUNICATIONS (1 Strategic Initiative-Operation Link)		
Vendor engagement and outreach	Vendor engagement is a core objective. OCP implements an annual strategy encompassing a mix of vehicles that help build greater understanding of the District's procurement processes and practices. Another focus is to promote open lines of communication that reinforce transparency. FY17 vendor outreach will include OCP's signature DC Buys Reverse Vendor Trade Fair; OCP in the Wards; and DC Supply Schedule workshops. The combination of outreach will help build confidence in the District procurement process.	09-30-2017
HUMAN RESOURCE MANAGEMENT (2 Strategic initiative-operation links)		

Standardized HR policies and procedures	OCP will develop comprehensive administrative procedures, organized in a HR manual, to guide personnel management (including supervision, evaluation and grievances), career development, and employee-labor relation issues. The agency procedures will be aligned with DCHR standards and the District Procurement Manual. Administrative procedures will be distributed to staff and managers; and, it will be maintained on the Intranet. With procurement personnel based in OCP Headquarters, as well as, client agency worksites, delineated HR requirements will help achieve consistent management and administration of personnel.	09-30-2017
Management training	OCP's Resource Management division oversees required management training for managers, in cooperation with DCHR Center for Learning. Ongoing manager development reinforces OCP leadership and code of ethics standards. OCP will implement a targeted manager capacity-building program to support improved project management, service-delivery performance monitoring and staff supervision. The overall goal is to help division and team managers be effective leaders.	09-30-2017
INFORMATION TECHNOLOGY (3 Strategic initiative-operation links)		
Technology support	OCP manages procurement services with Ariba technology. Through a recent assessment of Ariba functionality, OCP identified additional capacity that can help improve procurement operation efficiency. For 2017, OCP will implement a system enhancement plan to help optimize ARIBA system functionality to support procurement service delivery. The intended outcomes will help to promote faster receipt of goods and services, faster execution of specific contracting activities, more accurate solicitation driven data. A very important new data element that will be available involves the ability to track spend against the contracts rather than purchase order spend. These enhancements will improve the day-to-day procurement business processes.	09-30-2017
Technology support	In the latter phase of FY 2016, OCP began to analyze and review the total feasibility of incorporating an electronic signature system. This is deemed to be a strategic effort to improve efficiency in various stages of the procurement process. For FY 2017, OCP perform a comprehensive feasibility assessment to define the requirements for an electronic signature system that is compatible with OCP infrastructure and business processes. Electronic signature will improve the process flow, increase productivity and ensure effective transfer of documentation between OCP, vendors and other stakeholders. This effort will be coordinated with the DC Office of the Secretary and the OCP General Counsel to ensure that the solution is legally acceptable and binding.	09-30-2017
Automated Data	In FY17, OCP will begin to utilize a new performance dashboard to synthesize various data elements from its reporting units. The information gleaned will allow the agency to have immediate performance status data thereby enhancing management's analytical capabilities. Although this is a significant improvement for OCP's performance management function; a systematic mechanism or tool still needs to be developed to bring uniformity in the actual data collection process and to eliminate the bulk of the manual data feeding procedures which can be time consuming and error prone. OCP, in cooperation with the Office of the Chief Technology Officer, will develop an automated data feed process which will contribute to the overall efficiency of the Performance Dashboard thus providing a complete collection and reporting effort.	09-30-2017
LEARNING AND DEVELOPMENT (1 Strategic Initiative-Operation Link)		
Certification and procurement foundation training	OCP has developed a comprehensive certification program to build competency for three tiers/levels of contracting specialist classification. FY16 encompassed curriculum testing and refinement;; and training kick-off (with the new curriculum). OCP will implement a full year of certification training in FY 17. Certification curriculum is designed for a range of OCP procurement personnel -- entry level contract specialists, supervisory contracting officers and chief contracting officers. OCP will develop a training plan for delivering each certification series (i.e., Tier I, Tier II and Tier III).	09-30-2017
LEGAL (2 Strategic initiative-operation links)		
Active policies updated with current provisions and guidance	During FY 2016, OCP performed an extensive review of resources maintained in the internal policies and procedures portal, which provides contracting specialists with access to procurement guidance and processing documents. In FY17, all active policies will be updated to improve content clarity and accuracy, including compliance with any applicable laws. The initial priority is to develop/revise policies that affect day-to-day procurement service delivery efficiency and effectiveness. OCP will communicate the revised policy to employees, which may encompass additional training to help staff apply the new guidance. Electronic versions will be maintained on the OCP intranet site.	09-30-2017
Contract Compliance	OCP will focus upon ensuring that the procurement regulations that are being developed are not only within the law but are also translated into training tools incorporated to sustain a competent professional procurement environment.	09-30-2017
OPERATIONS MANAGEMENT AND SUPPORT (1 Strategic Initiative-Operation Link)		
Integrate audit findings into improvement plans	Recently established, the OCP Audit Committee will begin a full year of operation in FY17. With a specific focus of bridging audit findings with management action, the Audit Committee will discuss, develop and adopt practices for its examination of audit findings, consider recommendations, and implement active remediation plans, (e.g. additional policies, targeted training and intensified supervision). The Audit Committee will ensure the appropriate monitoring, by designated managers, to ensure the successful implementation of remediation and improvement plans (e.g., additional policies, targeted training, and intensified supervision). Focused attention to short and long-term deficiency correction will help achieve sustained, and ultimately institutionalized, compliance with laws, regulations, policies and procedures; and improve the quality of OCP's operations. The Audit Committee meets quarterly.	09-30-2017
PROCUREMENT INTEGRITY AND COMPLIANCE (2 Strategic initiative-operation links)		
Risk-based internal auditing	OCP's Office of Procurement Integrity and Compliance (OPIC), provides a platform for on-going appraisal of agency operations through implementation of its annual audit plan. This plan aligns with OCP's known and potential procurement risk factors. The objective of OPIC's audit program is to assess the extent to which contracting personnel adhere to the District's established internal controls, laws and policies that govern the procurement process. OPIC's audit plan also allows for an indeterminate number of directed or special audits or analyses to address emergent compliance or programmatic risks.	09-30-2017

Compliance monitoring scorecard	OCP is continuously working to elevate its performance monitoring capacity. In FY17, OCP's OPIC group will design, develop and implement a "Compliance Scorecard" to help measure and assess the health and quality of procurement services and the performance of contract officers. The scorecard is a mechanism for evaluating how contracting officers execute their duties in accordance with applicable laws, regulations and established policies and procedures. OCP will be able to examine equivalent functions, skills, and experience. With the identified patterns, training gaps, and other indicators to guide operational improvements, OCP will strengthen procurement management.	09-30-2017
PROCUREMENT MANAGEMENT & SUPPORT (2 Strategic initiative-operation links)		
Milestone Plan Management	Contracting Officers with agency procurement managers are required to prepare a valid milestone plan to delineate the life-cycle processing requirements and timeline, for all eligible procurements. While individual milestone plans are used to guide the development and implementation of core pre- and post-award activities, OCP will devise a reporting and tracking mechanism to consolidate all milestone plans into a key performance management tool that can support the on-going assessment of progress on milestones, benchmarks, and other key indicator; evaluation of workload distribution; and identification of potential challenges that require troubleshooting to reduce risk and achieve service-delivery requirements and schedule.	09-30-2017
Monitor procurement planning, coordination, and processing for awards equal to or greater than \$1M	OCP designed a dashboard, in FY16, to track procurements through the processing life cycle for acquisitions equal to or greater than \$1M. The dashboard includes mission critical procurements encompassing complex requirements and conditions. In FY17, OCP is establishing an analysis and reporting function to support procurement monitoring. Systematic data review and evaluation will ensure progress and constraints are reported to senior managers for activation of timely solutions or corrections. Gaps will be more readily identified and remedies can be escalated. Management analysis reports will help measure operational execution and efficiency.	09-30-2017
RESOURCE MANAGEMENT (1 Strategic Initiative-Operation Link)		
Records Compliance	In FY17, all physical contract files of the agencies under the auspices of the Chief Procurement Officer will be fully integrated into the Radio Frequency Identification (RFID) system, Systematic Asset Management (SAM). This system provides total control for coding, identification and tracking as well as providing a centralized database with reporting capabilities. The OCP Records Management Team will initiate visits to the field offices for a thorough review of practices to ensure full compliance with policies and procedures. And, OCP will offer refresher training as necessary, to ensure appropriate classification, storage, security, retrieval, tracking, preservation and disposal of records throughout the lifecycles.	09-30-2017
SURPLUS PROPERTY (1 Strategic Initiative-Operation Link)		
Surplus property utilization and cost avoidance	The DC Surplus Property Program, under the auspices of OCP, has averaged \$4 million annually for the last two fiscal years in revenue generation and property re-utilization. The introduction of an expanded on-line auction platform has contributed to its increased success. In 2017, OCP will perform a review of the program to understand how agencies are using surplus property to meet acquisition needs. This will involve identifying the utilization pattern and mix of acquisitions made by agencies and organizations currently using the program. The assessment will include a review of processing timelines – from surplus property acquisition by the District to the re-utilization or sale. Identification of under-utilization in agencies will also be a key focus. The overall objective is to continue to grow the surplus property program, as a resource for all District agencies.	09-30-2017