

# Office of Contracting and Procurement FY2018

**Agency** Office of Contracting and Procurement

**Agency Code** PO0

**Fiscal Year** 2018

**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.

## 2018 Strategic Objectives

Objective Number	Strategic Objective	# of Measures	# of Operations
1	Improve the quality and cost efficiency of procured goods, services and construction.	1	16
2	Improve planning and forecasting to support strategic business decisions in procurement.	4	2
3	Sustain a highly competent workforce.	2	2
4	Promote transparency in contracting decisions and actions to provide reliable information to all stakeholders.	1	8
5	Promote industry engagement to ensure that the District procurement system is understood and transparent to industry and the residential community.	0	1
6	Create and maintain a highly efficient, transparent and responsive District government.**	9	0
<b>TOT</b>		<b>17</b>	<b>29</b>

## 2018 Key Performance Indicators

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Target	FY 2015 Actual	FY 2016 Target	FY 2016 Actual	FY 2017 Target	FY 2017 Actual	FY 2018 Target
<b>1 - Improve the quality and cost efficiency of procured goods, services and construction. (1 Measure)</b>									
Percent of timely contractor performance evaluations on currently awarded contracts	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
<b>2 - Improve planning and forecasting to support strategic business decisions in procurement. (4 Measures)</b>									
Percent of planned contracts that are awarded within the fiscal year	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
Number of contract ratifications	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
Number of retroactive contracts	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure

Percent of planned contracts that are awarded within the fiscal year	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
<b>3 - Sustain a highly competent workforce. (2 Measures)</b>									
Percent of OCP procurement staff positions that are vacant	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
Percent of OCP procurement personnel achieving appropriate contracting tier level certification	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure
<b>4 - Promote transparency in contracting decisions and actions to provide reliable information to all stakeholders. (1 Measure)</b>									
Percent of awarded contracts over \$100,000 publicly posted	✓	Not available	Not available	Not Available	Not Available	New Measure	New Measure	New Measure	New Measure

We've revisited a project to standardize District wide measures for the Objective "Create and maintain a highly efficient, transparent and responsive District government." New measures will be tracked in FY18 and FY19 and published starting in the FY19 Performance Plan.

## 2018 Operations

Operations Header	Operations Title	Operations Description	Type of Operations	# of Measures	# of Strategic Initiatives
<b>1 - Improve the quality and cost efficiency of procured goods, services and construction. (16 Activities)</b>					
INFORMATION TECHNOLOGY	Service Request Resolution	Prompt resolution of IT related issues ensures a continuous flow of productivity.	Daily Service	0	0
INFORMATION TECHNOLOGY	Vendor Record Maintenance Service	This is a system to track set-up and changes to vendor accounts.	Daily Service	0	0
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	0	0
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	0	0
PROCUREMENT INTEGRITY AND COMPLIANCE	Contracting Officer Scorecard	This is an audit output identifying the compliance rating for each contracting officer.	Daily Service	0	0

CONTRACTING AND PROCUREMENT	Purchase Order Processing	This represents the number and value of purchase order workload for procurement personnel.	Daily Service	3	0
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	1	0
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	0	0
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	0	0
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	0	1
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	0	0
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	0	0
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	0	0
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	0	0
CONTRACTING AND	Contractor Performance	The focus of this operation is to sustain a well-defined contractor performance evaluation system.	Key Project	0	1

PROCUREMENT	Evaluation				
PURCHASE CARD	P-Card Program	OCP manages the P-Card program as efficient and quick process for agencies to procure goods. It is an alternative method of procurement that reduces processing costs and delivery time for small purchases.	Daily Service	0	1
TOT				4	3
<b>2 - Improve planning and forecasting to support strategic business decisions in procurement. (2 Activities)</b>					
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	0	0
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	0	1
TOT				0	1
<b>3 - Sustain a highly competent workforce. (2 Activities)</b>					
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	0	1
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	0	0
TOT				0	1
<b>4 - Promote transparency in contracting decisions and actions to provide reliable information to all stakeholders. (8 Activities)</b>					
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	0	0
LEGAL	Update Policies	OCP General Counsel Provides oversight for OCP policies and procedures.	Daily Service	0	1
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	0	0

OPERATIONS MANAGEMENT AND SUPPORT	Audit Committee	In order to align management decisions with audit functions, a specific audit committee has been formed.	Key Project	0	0
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	0	0
INFORMATION TECHNOLOGY	Performance Dashboard	The Dashboard provides a more efficient mechanism for data analysis.	Key Project	0	0
RESOURCE MANAGEMENT	Records Management	OCP maintains an on-going monitoring, oversight and records management training for all umbrella agencies.	Daily Service	0	0
PROCUREMENT MANAGEMENT & SUPPORT	Transparent awards	OCP publishes/posts newly awarded and active contracts \$100,000 and above on the OCP web site for public access.	Key Project	0	0
<b>TOT</b>				<b>0</b>	<b>1</b>
<b>5 - Promote industry engagement to ensure that the District procurement system is understood and transparent to industry and the residential community. (1 Activity)</b>					
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	0	1
<b>TOT</b>				<b>0</b>	<b>1</b>
<b>TOT</b>				<b>4</b>	<b>7</b>

## 2018 Workload Measures

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY2016 Actual	FY 2017 Actual
<b>1 - Property Revenue Generation (1 Measure)</b>					
Amount of revenue generated from surplus property (in millions)	<input type="checkbox"/>	\$3.9	\$4.2	\$4.1	\$4
<b>1 - Purchase Order Processing (3 Measures)</b>					
Total value of purchase orders awarded to CBE contractors ( in millions)	<input type="checkbox"/>	Not available	559.6	995.4	867.6

Total number of contracts awarded	<input type="checkbox"/>	Not available	Not Available	Not Available	757
Total dollar value of contracts awarded (in millions)	<input type="checkbox"/>	Not available	Not Available	Not Available	4247

## Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Quality-focused Contractor Performance	To ensure that the District is receiving quality goods, services and construction and to protect the DC Government from inadequate contractor performance, OCP will build upon its contractor performance evaluation program to facilitate an expanded evaluation program generating on-time and quality-focused assessments for all contracts in excess of \$100K. This will contribute to the information needed during source selection, exercising options, and determining contractor responsibility.	09-30-2018
Key Business Information	In FY18, OCP will enhance the capabilities of its performance dashboards (e.g., the Large and Mission Critical Dashboard for acquisitions equal to or greater than \$1M) to draw data directly from systems and deliver real-time management information to District leadership. Systematic mechanisms or tools will be developed to bring uniformity in the actual data-collection process and to eliminate the bulk of the manual data-collection procedures which can be time-consuming and error prone. The objective is to establish analysis and reporting tools to support procurement monitoring, and provide a systematic data-review and evaluation process to assess progress and constraints, and to find solutions.	09-30-2018
Optimize P-Card use across District procurement operations	In FY17, OCP focused on working with the Office of the Chief Financial Officer/Office of Finance and Resource Management, to promote the use of the P-Card to pay for commodities such as utilities. In FY18, OCP will expand its utilization assessment to fully understand the scope of P-Card use, including the volume of transactions, types of commodities and spending trends. A business development plan will be created to expand the usage of the P-Card program, which will include business analysis, process review, outreach, training and communication. The ultimate outcome will be greater utilization of the P-Card for expeditious access to goods and services in the micro-procurement arena.	09-30-2018
Coordinate contract execution with acquisition planning	In FY18, OCP will focus on improving acquisition planning to achieve quality goods, services and construction for the District. Specifically, OCP will continue its effort from FY17 to convert planned procurement opportunities into forecast summaries - details of which are posted on a searchable site on the agency's website. This initiative will help with contracting transparency objectives and will also enhance industry competition.	09-30-2018
Certification and Training through Procurement Training Institute (PTI)	In FY18, OCP will continue its comprehensive certification and training program for procurement professionals on the integrated procurement team in a manner that best supports the overall procurement system. PTI is also examining online learning in order to help provide more training opportunities without increasing costs for additional classroom facilities and instructor labor. In FY18, PTI will identify specific gaps in reach and curriculum. The learning objectives of identified courses shall be outlined, staffed and approved by September 30, 2018.	09-30-2018
Update active policies and procedures	In FY17, all active policies were identified with the goal of updating and improving content clarity and accuracy, including compliance with applicable laws. This involved developing/revising policies and procedures that impact day-to-day procurement service delivery, efficiency and effectiveness. OCP will continue this effort in FY18 and will ensure that procurement legislation, regulations, policies and procedures reflect best practices and promote quality and timely procurement practices.	09-30-2018

Industry engagement and outreach	Industry engagement remains a core objective. OCP will implement an engagement strategy encompassing a mix of vehicles that will help build greater understanding of the District's procurement processes and practices. This will include outreach through the OCP Customer Contact Center, industry fairs and ombudsman activities. In FY18, improved practices such as automating application procedures for the DC Supply Schedule and the introduction of e-invoicing will further enhance the engagement strategy.	09-30-2018
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