



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 transparent and 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 an average of \$1.1 billion in goods and services per year on behalf of over 52 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.

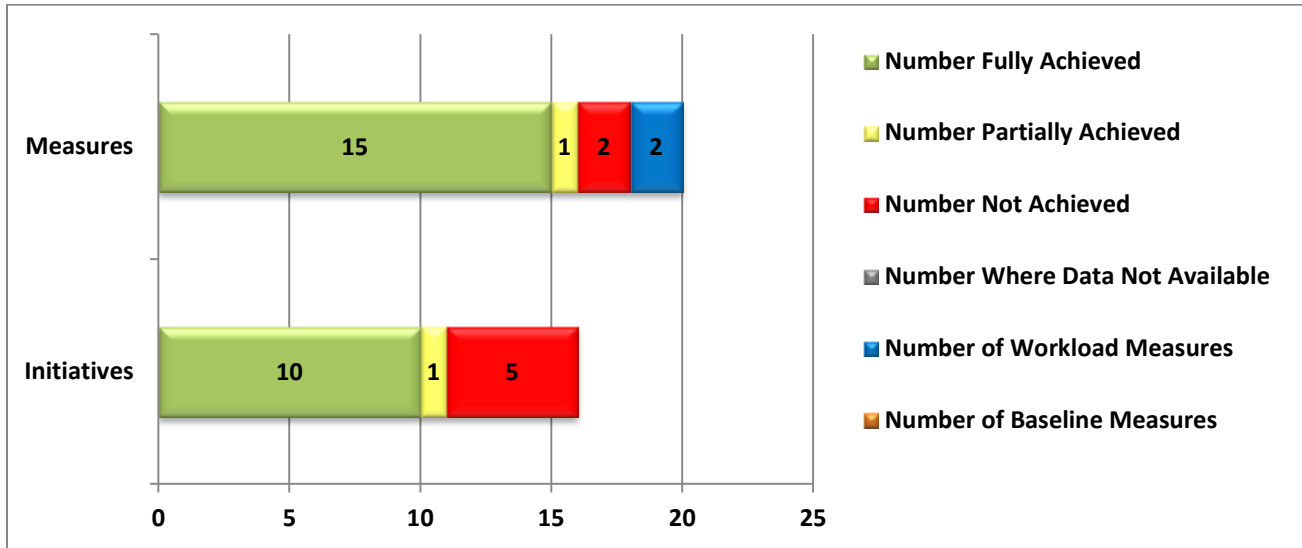
ACCOMPLISHMENTS

- ✓ Improving on OCP'S FY11 CAFR and Single Audit results.
- ✓ Onboarding a highly qualified Deputy Director for Procurement Operations
- ✓ Increasing the quality and value of surplus services operations.

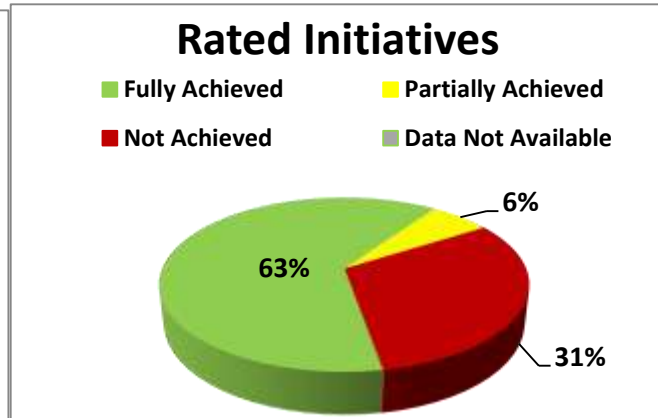
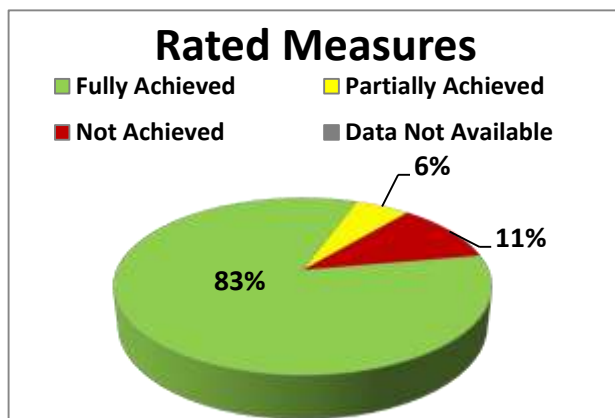


OVERVIEW AGENCY PERFORMANCE

TOTAL MEASURES AND INITIATIVES



RATED MEASURES AND INITIATIVES





Note: Workload and Baseline Measurements are not included

Default KPI Rating:	
$\geq 100\%$	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

Administration and Support Division

OBJECTIVE 1: Support Agency Initiative to reduce procurement cycle times.

INITIATIVE 1.1: Continued development of Customer Service Center.

Fully-Achieved (100%) . There has been a 7% increase in the Q4 call volume in comparison to Q3. This is a direct result of a Marketing push to the Small Business and CBE community through the OCP partnership with DSLBD as well as the CCC having a more active role in the DC Supply Schedule. We have received a total of 1754 calls from July 1st – September 30h 2013. *System generated call statistic report attached. Email Volume We have received approximately 289 emails from July 1st – September 30th 2013. There has been an 18% increase in Q4 email traffic over Q3. Similar to call volume the increase in email traffic can be attributed to Marketing push to the Small Business and CBE community through the OCP partnership with DSLBD as well as the CCC having a more active role in the DC Supply Schedule. Monthly Vendor Workshops – The workshops are to guide the vendors through the registration process and to answer any questions with regards to how to do business with the District. We have initiated a joint partnership with DSLBD on Vendor education, training and registration effective June 2013. This initiative enhances the Vendor experience by providing a holistic and time efficient approach. OCP has leveraged our partnership with DSLBD to increase CBE registrations to the DC Supply Schedule. Additionally, since the launch of the Joint Vendor Workshops we have seen Vendor attendance increase by 80%. *Pre and post workshop sign-in sheets attached. *Vendor feedback attached. Walk-In Traffic – There has been a 15% increase in Vendor office visits. As an enhancement to the DCSS pre-application screening process and the service we provide, we will review hand delivered DCSS applications with the Vendor to decrease the deficiency rate and expedite the pre-application screening process.

OBJECTIVE 2: Support Agency Initiative to further develop the Procurement Institute.

INITIATIVE 2.1: Develop and deliver a formal standardized procurement training curriculum through OCP's training center the KPI to train and certify OCP staff to execute District procurement. OCP partnership with

Not achieved. This initiative was not started during fiscal year 2013 due to administrative changes at UDC. We have incorporated and updated this initiative in OCP's fiscal year 2014 performance plan

OBJECTIVE 3: Support Agency Initiative to increase revenue back to the District.

INITIATIVE 3.1: Increase the quality and value of surplus services by maximizing the use of the equipment re-utilization program.

Fully - Achieved - 100% OCP's Personal Property Division (which was formerly part of the Administrative and Support Division) generates \$3,165,000 in FY 2013 in re-utilization. This represents an increase of 10.6% over FY 2012.

INITIATIVE 3.2: Expand Purchase Card program to Ghost Card use for fixed costs

Not achieved in FY 2013 due to certain systems integration issues with the OCFO. Please note that these issues have now been resolved. We anticipate having the Ghost Card program up and running in FY'2014



Office of Procurement Integrity Compliance

OBJECTIVE 1: Increase compliance with District procurement laws and regulations by implementing targeted expansions to the Audit and Compliance Program.

INITIATIVE 1.1: Institute periodic E-Val reviews.

Fully achieved – 100% of the initiative was achieved. As planned, OPIC instituted periodic E-Val reviews. These reviews covered contract administration related issues ranging from monitoring the timely submission of periodic contractor performance evaluations to suggesting system enhancements to the E-Val database used by the agency. The reviews also covered trends in contract publishing activity, identified contracts which were ready for evaluation, identified the number of contracts which did not have a proper CA assigned, and flagged contracts requiring field audits. This activity was later transferred to the Procurement Division (effective June 2013) as a Contract Administration Monitoring activity overseen by the Deputy Director.

INITIATIVE 1.2: Quarterly Certification of Management (QCM) reviews.

Fully achieved – 100% of the initiative was achieved. These reviews were implemented in an effort to ensure that Quarterly Certification of Management (QCM) letters, which require periodic contracting officer and contract administrator sign-offs, were timely, accurate, and complete. To maximize efficiency, OPIC made a determination to embody the attestation requirements outlined in the QCM letter within the auto-generated evaluation forms used by the agency, thereby eliminating the need for hard copy QCM letters. The system enhancement was made in Q1 and rolled out for the remainder of the fiscal year.

INITIATIVE 1.3: Bidder-Offeror certification review.

Not achieved - Less than 75% of the initiative was achieved. OPIC made its initial attempt to complete this review during the first quarter of FY 2013. Following this effort, it was clear that completing a meaningful analysis was impossible due to the inability to timely obtain the necessary information from partner District agencies and other affected stakeholders. Furthermore, the level of effort required to perform these limited scope verifications of, among other criteria, vendors' EPLS and DC Debarment Status, was found to exceed the benefit since the verification procedures were included in the audit programs for Small (=\$100K) and Large(>\$100K) procurements. Consequently, this activity was discontinued at the end of the first quarter.

INITIATIVE 1.4: Audits of federally funded procurements.

Partially achieved – 75% to 99.99% of the initiative was achieved. During the first quarter, OPIC conducted an audit of Federally Funded Procurements covering contracts awarded during the month of September 2012. This audit was carried out as a limited scope engagement to address the risks identified in prior year CAFR and Single Audits. The objectives of the audit were to determine if purchase orders had been awarded to vendors which had been debarred or suspended; and if evidence of the District and Federal EPLS check were documented in file. Upon a careful review of the level of effort required to identify the audit population for this engagement, and the limited scope nature of the audit, OPIC made a determination to disband the execution of these audits as a stand-alone audit engagement for the remainder of the year. OPIC has however addressed the risks by adding extra audit steps within the audit programs for Small and Large Procurements.



INITIATIVE 1.5: Efficiency and economy audits/compliance reviews of operational support functions.

Fully achieved – 100% of the initiative was achieved. OPIC implemented this initiative in the form of non-audit support services aimed at evaluating the activities of both Line and Support units of the agency with the aim of reporting on goal attainment relative to initiatives and Key Performance Indicators (KPIs) detailed in the Performance Accountability Report (PAR) submitted to the City Administrator, Council, and Congress. To this end, OPIC completed reviews for the first three quarters of the fiscal year and plans to complete the fourth review in the early part of FY 2014. These reviews have helped highlight areas that require management’s immediate attention, and has helped to identify the following: a. challenges (if any) in meeting stated goals; b. actionable recommendations for management’s consideration; and c. potential areas for improvement in accordance with established District procurement laws and regulations.

INITIATIVE 1.6: Assuring the quality and sustainability of audit operations.

Fully achieved – 100% of the initiative was achieved. In preparation for the upcoming Peer Review of OPIC audit operations by the Association of Local Government Auditors (ALGA), OPIC’s policies and procedures were updated to incorporate changes to operational practices and to reflect changes in Yellow Book standards. Throughout the year audit staff were supported through coaching and hands-on training during the planning, fieldwork and report writing phases to ensure staff understanding of and adherence to professional standards. Audit report working papers contain evidence of supervisory review and quality checks. These documents along with published reports will be assessed by ALGA reviewers later in the year.

OBJECTIVE 2: Systematize enterprise-wide risk assessments and response.

INITIATIVE 2.1: Expand use of the Integrated Risk Control Framework (IRCFW) and Control Self-Assessment (CSA) tool to enhance District-wide CAFR and single audit remediation efforts.

Fully achieved – 100% of the initiative was achieved. OPIC continued to expand the use of its IRCFW and CSA tools to enhance District wide CAFR and Single Audit remediation efforts. The CSA tool was made accessible to independent agencies cited in the FY 2012 CAFR. The IRCFW is continuously used by OPIC staff in assessing various procurement related risks and serves as a frame of reference for assigning the risk weighting for findings/deficiencies Yinka Alao 202-724-4089



Procurement Division

OBJECTIVE 1: OBJECTIVE 1: Reduce Procurement Cycle Time; reduce the number of days needed to process all procurements from small purchase to complex Request for Proposals (RFPs).

INITIATIVE 1.1: All procurements done by OCP Agencies will be done through E- Sourcing tool in Procurement Automated Support System (PASS).

Fully Achieved (100%) .In FY 13 OCP utilized the Ariba System E-Sourcing Module for 100% of its large contracts. The move allowed our contracting staff to discontinue usage of paper files, which should yield cost savings and reduce OCP's negative impact on the environment, while streamlining the solicitation process and improving accountability through the utilization of electronic task lists and embedded templates. Large purchases create a substantial regulatory and procedural burden, which the e-sourcing module will help staff to navigate with greater precision. Initial efforts to migrate all procurements to e-sourcing for small purchases were reconsidered early in FY13 when staff recognized that usage of the e-sourcing module was in some cases less efficient when used with some procurement methods, and slowed the pace of work. So as to ease staff's adjustment to the new electronic system, while capitalizing on its automated systems of control for large purchases, OCP deferred e-sourcing efforts among small purchases until FY14.

INITIATIVE 1.2: Develop online access for existing and new Term Contracts.

Not Achieved. OCP did not achieve Initiative 1.2 because successful online access for existing and new term contracts was dependent upon the successful completion of the Ariba PASS 9r1 Upgrade, which was postponed twice throughout FY13 in preparation for the Oracle EBS roll out. The PASS 9r1 roll out was finally completed in September 2013. In light of the new technical capabilities that the PASS 9r1 Upgrade will provide, OCP is re-evaluating how this initiative fits into its information technology landscape, its priority structure, and the best way to utilize the system's new capabilities. OCP will establish a new time table for implementation of this initiative in FY14. As a point of context for KPI data: Numbers increased dramatically compared to projections because OCP expanded the definition of city-wide term contracts with the arrival of its new Deputy Director for Procurement at the end of the third quarter to include DCSS contracts. Additionally, the Deputy Director ordered a more in-depth survey of city-wide term contracts. As a result of these two initiatives, Q4 totals for term contracts rose to 13 City-wide term contracts including a total spend of \$71,375,806 million, and an additional 144 DCSS contracts against which \$14,039,570 was spent in FY 2013. As OCP enters FY14 efforts to identify and capture existing and new term contracts will continue.

OBJECTIVE 2: OCP will support the Mayor's priority of Fiscal Stability by increasing revenue generated and collected.

INITIATIVE 2.1: Increase the revenue generated by the District of Columbia Supply Schedule (DCSS) for the FY13.

Not Achieved. As explained in Initiative 1.1 the E-sourcing module was typically underutilized among solicitations valued at less than \$100K, because the main thrust of the initial e-sourcing roll focused upon large purchases. So as to ensure that the underlying goal of this initiative is still being met, OCP established a new policy that governs the capture of the 1% DCSS fee on Oct. 3, 2013 and designated key personnel to implement the rules of the policy.



Procurement Technology Division

OBJECTIVE 1: Communication and Training

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

- **Fully achieved** - 100% - Through Forums, OCP IT team continues to identify, assist, support any issues related to PASS and Ariba eSourcing and Contracts Module. OCP IT Helpdesk provided over 40 Forums during the fiscal year 2013, in which OCP's procurement participated. OCP IT team also worked closely with the OCP Training team to improve the overall training experience for PASS and Ariba training to District Agencies who utilize PASS and Ariba.

OBJECTIVE 2: Information distribution to Internal and External customers via web portals.

INITIATIVE 2.1: 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% - OCP has made several improvements to our Internet and Intranet web sites allowing more user friendly access to our policies, procedures and regulations. We have also created the PPL (Policies and Procedures Library) using Microsoft Share Point Server in FY2013, that can be easily updated and allows immediate distribution of all new regulations, directives, procedures, policies, and procurement forms.



Performance Initiatives – Assessment Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported
 ● Workload Measure

	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
Procurement Division								
●	1.1	\$ Amount of Central Purchasing Office Purchases per FTE (in millions)	\$27,000,000	\$30,000,000	\$25,000,000	\$30,140,000	120.56%	PROCUREMENT
●	1.2	Total % of Solicitations processed through e-Sourcing	Baseline No data	100%		100%	100%	PROCUREMENT
●	2.1	Increase the # of Term Contracts ¹	5	8		144	1,800%	PROCUREMENT
●	2.2	Procurement \$ using Term Contracts ²	\$10.6M	11M		\$85.4M	776.36%	PROCUREMENT
●	2.3	% of DCSS contracts migrated to E-Sourcing	0	100			0%	PROCUREMENT
Procurement Technology								
●	1.1	% of total number of issues resolved from all customers within 8 business hours (HELP DESK)	90%	90%		374.5	416.11%	PROCUREMENT TECHNOLOGY
●	1.2	% of vendor management approvals completed within 24 business hours	Baseline No data	90%		372	413.33%	PROCUREMENT TECHNOLOGY

¹ This is the raw number for FY 2013, OCP expanded the definition of term contracts to include Requirements, Indefinite Delivery/Indefinite Quantity and DC Supply Schedule contracts. Hence the high percentage of increase Excluding DCSS the number of Term contacts would be 13 or a rating of 162.5%.

² Excluding DCSS, the spend would be \$71,375,000 or a rating of 679%.



	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
●	2.1	% of total number of intranet and internet updates completed within 24 business hours	95%	80%		393%	491.25%	PROCUREMENT TECHNOLOGY
Administrative and Support Division								
●	1.1	Number of newly active vendors in Sourcing Module	750	150	925	1841	199.03%	ADMINISTRATION AND SUPPORT
●	1.2	% of Customer Service quality and speed criteria achieved for all calls	0	95%		92.13%	96.98%	ADMINISTRATION AND SUPPORT
●	3.1	Increase Revenue by 20% for Surplus Property	3.77	20	1.2	1.24	103.50%	ADMINISTRATION AND SUPPORT
●	3.2	Increase certified non-profits using SPD program	65	25		154	616%	ADMINISTRATION AND SUPPORT
●	3.3	Increase the number of vendors in the P-Card Program	4	4			0%	ADMINISTRATION AND SUPPORT
Office of Procurement Integrity and Compliance								
●	1.1	# of Compliance Reviews and Audit Reports Issued	389	225		241	107.11%	PROCUREMENT INTEGRITY AND COMPLIANCE
●	1.2	Average # of Days to Complete a Compliance Review/Audit	8.64	14		90	15.56%	PROCUREMENT INTEGRITY AND COMPLIANCE
●	1.3	% of Sole Source, Emergency and Million Dollar Contracts Audited	100%	100%		100%	100%	PROCUREMENT INTEGRITY AND COMPLIANCE



	KPI	Measure Name	FY 2012 YE Actual	FY 2013 YE Target	FY 2013 YE Revised Target	FY 2013 YE Actual	FY 2013 YE Rating	Budget Program
●	1.4	% of OCP Contracting Officer Operations Reviewed/Audited	100%	100%		100%	100%	PROCUREMENT INTEGRITY AND COMPLIANCE
●	1.5	% of Agency Contracting Officer (ACO) Operations Reviewed/Audited	23.8%	20%		21.74%	108.70%	PROCUREMENT INTEGRITY AND COMPLIANCE
●	NA	Total # of POs Processed through OCP	7,396	Target Not Required		8,007	Workload Measure Not Rated	Procurement Division
●	NA	Total \$ Amount Purchased by OCP (in millions)	1,270	Target Not Required		\$1,336	Workload Measure Not Rated	Procurement Division