



Office of Contracting and Procurement OCP (POO)

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.

SUMMARY OF SERVICES

OCP purchases an average of \$1.1 billion in goods, services, transportation, specialty equipment and information technology per year on behalf of over 74 different District agencies and programs. 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.

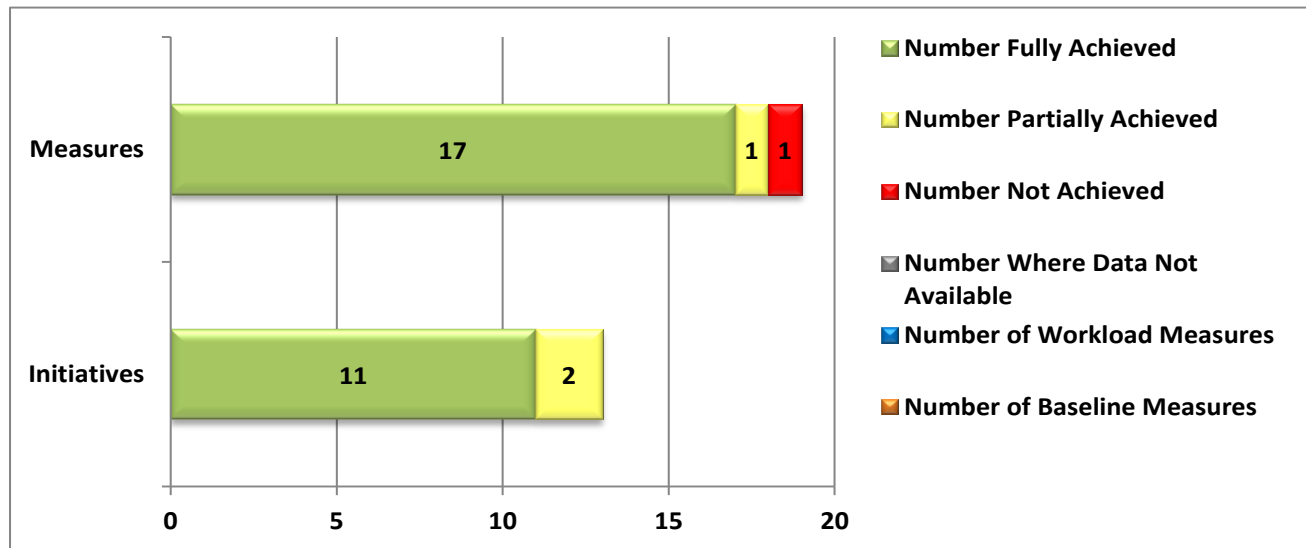
ACCOMPLISHMENTS

- ✓ Established a qualitative Delegated Procurement Authority (DPA) model.
- ✓ Completed 90% of the process for the implementation of a standardized curriculum.
- ✓ Filled 99% of procurement positions through the DPA.

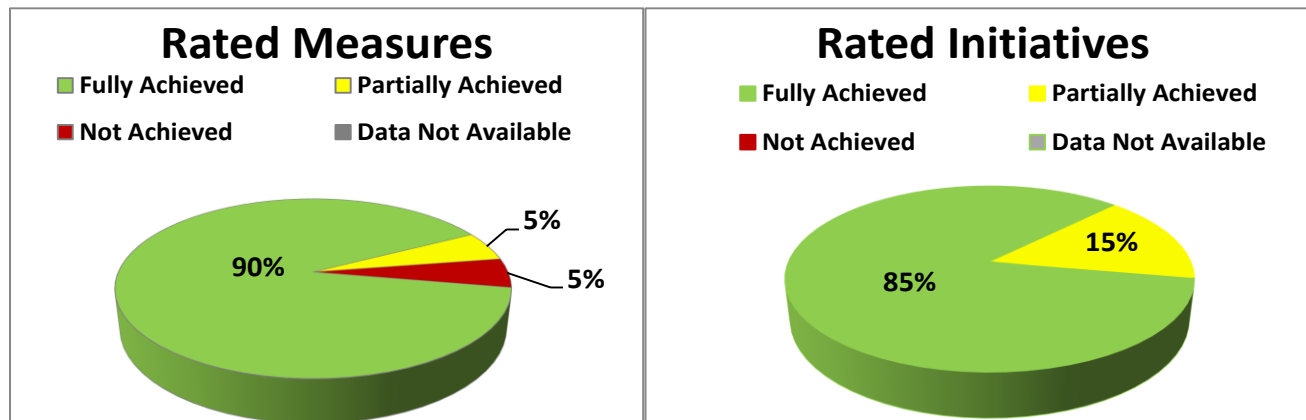


OVERVIEW AGENCY PERFORMANCE

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: Increase the knowledge base of procurement personnel to improve the overall performance consistent with the CPO theme of accountability, collaboration and efficiency.

INITIATIVE 1.1: Develop and deliver a formal, standardized procurement training curriculum through OCP's training center.

- PARTIALLY ACHIEVED** - As compared to past fiscal years, in FY14, significant progress was made towards accomplishing this goal. Further, management has allocated the resources to fully implement this initiative by the end of the first quarter of FY15. Background and Next Steps In FY14, OCP awarded a contract to the George Washington University (GWU) to develop a customized procurement training, certification and staff development program for all District procurement personnel operating under the authority of the Chief Procurement Officer. OCP is now in the quality control testing phase in order to validate the draft exams designed by the consultant (GWU), which correspond to three levels of training (Tier I, Tier II & Tier III) that have been developed. This new training curriculum is designed to build additional procurement process knowledge on simplified acquisitions, invitations for bids (IFBs), and request for proposals (RFPs). After this validation, the consultant will make any necessary updates to the materials and prepare the training delivery schedule. As previously noted, we expect the foregoing to be completed by the end of the first quarter.

OBJECTIVE 2: Expand the revenue generating capacity of the Personal Property and Surplus program.

INITIATIVE 2.1: Increase the quality and value of surplus services by maximizing the use of the online auction platform and expanding the equipment re-utilization activities of the Personal Property and Surplus program.

- FULLY ACHIEVED** - The surplus property program continues to escalate its revenue generating capacity by leveraging its intra-District partnerships and brought in new business through signed agreements with various entities. Additionally, the program added live video capacity and an enterprising marketing regiment to the auction platform that directly increased program exposure and provided dynamic opportunities for resource recovery.

INITIATIVE 2.2: Train agency property officers on the Federal reutilization website, GSAXCESS.gov.

- FULLY ACHIEVED** - The results of this Initiative exceeded the target projection by eleven (11) trainees. The Surplus Property Division was aggressive during the training period and built a model customer relationship with District agencies.

Procurement Division

OBJECTIVE 1: Complete all procurements, from small purchases to complex Requests for Proposals (RFPs), as fairly and efficiently as possible.

INITIATIVE 1.1: Reduce cycle times by requiring the use of E-Sourcing

- FULLY ACHIEVED** - Official OCP policy requires the use of E-Sourcing for all procurements by OCP agencies, with limited exceptions for Emergency, Exempt and certain other procurement actions. During FY 14 OCP continued to expand the use of e-sourcing by more agencies and for more types of procurements to meet our objective of 100% compliance, for OCP Agencies using E-Sourcing.



INITIATIVE 1.2: Increase the utilization of term contracts.

FULLY ACHIEVED - In FY 2014 OCP redefined how it defines Term Contracts, which led to a substantial increase in both the number of contracts being listed as a Term Contract, and a corresponding increase in spend. In previous years, OCP only focused “term contract” data collection efforts on a selected group of about a dozen contracts, chosen because of their characteristics as multi-year requirements contracts utilized by multiple agencies. This focused effort, while accurate, did not include DCSS contracts. The notable increase in the number of term contracts between FY 2013 and FY 2014 is mostly due to the more complete definition that OCP now employs, and the addition of DCSS contracts. At the conclusion of FY 2014 OCP had awarded 177 Term contracts. Total spend against these contracts is \$122M, which includes spend across all agencies. Better oversight and communication, resulting from the DPA Model, may sharpen numbers in FY 2015, but no major fluctuation in the number of contracts or total spend is anticipated.

INITIATIVE 1.3: Increase utilization of the contracts module

PARTIALLY ACHIEVED- The Contracts Module is a repository for awarded contracts. After staff awards a contract, they are required to load contract documents into the Contracts Module. Once all contract documents are loaded into the Contracts Module, the procurement staff is required to “Publish” the contract. Publishing a contract is important because doing so allows the contract to be posted publicly, as is required by the PPRA, it allows the Contract Team to receive automated reminder e-mails that notify the Contracting Officer of pending post-award milestones, and it allows the contract to receive automated electronic evaluations which are an integral element of the Contract Administration process. Throughout FY 2014 it became clear that many staff was struggling to use the system effectively, and a large influx of new staff aggravated this deficiency. It is worth noting that other jurisdictions often encounter similar transitional challenges when making the shift from a paper-based procurement system to an entirely new e-procurement system. In FY 2014, OCP redoubled its efforts to train staff on use of the system, and to track efforts. OCP staff pursued a multi-pronged strategy which included monthly reports to track the number and status of Contract Workspaces loaded into the PASS system, focused trainings that all staff were required to attend, a standing work session open to staff with questions every Thursday for the first three quarters of FY 2014, and the drafting of a user manual which is now posted on the OCP KPI Knowledge Plus Institute. Unfortunately, OCP’s ability to track the number and status of contract workspaces in the Contracts Module was derailed half-way through the Fiscal Year. It became clear that usage of the Contracts Module Analysis tool was producing inconsistent data. OCP continues to work with OCTO to address this “technical glitch.”

OBJECTIVE 2: Increase revenue generated and collected by the District.

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

FULLY ACHIEVED - In FY 2014 OCP assigned a dedicated resource to track incoming DCSS 1% Fees from vendors, and pursue payment from DCSS contractors in arrears. On a quarterly basis a member of the DCSS team aggregated 1% Fee payments, and then reached out to vendors who failed to make payments against established invoices. The process has proven effective and resulted in the collection of \$213,305 of collected 1% Discount Fees as of October 6, 2014. Please note that vendors have a full 30 days from the end of each month to submit their 1% fee to OCP, and so the number may be revise upward slightly as September numbers are finalized.



OBJECTIVE 3: Use the District government’s purchasing power to support sustainability objectives and serve as model to other large institutions in the District (Sustainable DC Plan Action JE1.3, and WS2.1).

INITIATIVE 3.1: Increase government and institutional procurement of local foods (Sustainable DC Plan Action FD3.6).

FULLY ACHIEVED - In FY 2014 OCP received a grant through the Mayor’s Sustainable DC Budget Challenge to develop a more robust Sustainable Purchasing Program (SPP). The grant was used to hire a sustainable purchasing consultant, internal temporary staff to execute on programmatic goals, and to fund leadership, training, and outreach activities for Sustainable Purchasing Team (SPT) staff. Efforts in FY2014 have poised OCP to “go live” with the SPP in the first quarter of FY2015. Work in FY 2014 focused upon the development of specifications in 12 broad product categories, encompassing more than 90 unique products. One of the chosen focus areas was on Food Services, and included ongoing interviews and research in partnership with the DC Public Schools, the Department of Corrections, the Office on Aging, and other agencies. Other product categories included in this initiative include: paper, office supplies, cleaning products, janitorial services, printing services, copiers and toner, landscaping services, automotive products, computers, appliances, and furniture. For each product category, the SPP gathered and reviewed a sampling of existing contracts in chosen product and service areas, met with vendors to explore sustainable options, and then worked with relevant subject matter experts to better understand and balance environmental and programmatic needs. In all, the SPP conducted interviews with more than 40 local vendors, and held individual and group focus group sessions with more than 70 District employees from 24 agencies. When the program rolls out in FY 2015 the SPP will begin the process of providing trainings to key procurement and programmatic stakeholders, while also continuing to develop new EPPS specifications, provide ad hoc consulting to agencies, engage the local vendor community, and participate in various sustainable purchasing leadership projects and organizations.

INITIATIVE 3.2: Use anchor institutions to create local markets for sustainable enterprises

FULLY ACHIEVED - OCP fully met this initiative. Throughout FY 2014, OCP made material contributions to numerous sustainable purchasing efforts on a local, regional, and national stage. Some efforts include serving as a “Founding Member” of the “Sustainable Purchasing Leadership Council,” serving as a member of the NASPO Green Purchasing Committee, and as a member of the Responsible Purchasing Network. All of these efforts demonstrate the District’s role as a leader on the regional and national stage, and play a part in creating markets for sustainable enterprises.

Procurement Integrity and Compliance

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

INITIATIVE 1.1: Efficient and economy audits/compliance review of operational support functions.

FULLY ACHIEVED This is an ongoing initiative in that OPIC continuously monitors and evaluates the efficiency and economy of key OCP operational support functions. For example, during FY 14 OPIC audit personnel conducted multiple reviews of file room operations and inventory control processes. In addition, during FY 14 OPIC personnel developed and implemented the “Operations Dashboard”; an online tool to keep OCP leadership apprised of key performance indicators and alert management to significant or unexpected changes thereof.



INITIATIVE 1.2: Assure the quality and sustainability of audit operations/Annual Quality Assurance Reviews of Audit Operations

FULLY ACHIEVED - During FY 14 OPIC successfully passed its peer review. The majority of OPIC's audits and attestation engagements are conducted in accordance with Generally Accepted Government Auditing Standards (GAGAS). These standards, established by the Comptroller General of the United States, requires that audit organizations performing audits and attestation engagements in accordance with GAGAS must have an external peer review performed by independent reviewers at least once every 3 years. The external peer review provides a reasonable basis for determining whether, for the period under review, the audit organization's system of quality control was suitably designed and whether the audit organization is complying with its quality control system in order to provide the audit organization with reasonable assurance of conforming to applicable professional standards. Operationally, during FY 2014 OPIC implemented an internal peer review, whereby every auditor's reports are reviewed by an experienced peer auditor before they are submitted to an audit supervisor, and the Director of OPIC, for review and distribution. Accordingly, every GAGAS audit conducted by OPIC personnel goes through 3 levels of review before it's distributed.

Procurement Technology

OBJECTIVE 1: Use technology to streamline and provide quality contracts and procurements.

INITIATIVE 1.1: Identify enhancements and new technologies to support OCP staff, vendors, and agencies.

FULLY ACHIEVED - In FY14, OCP continued to identify enhancements and more efficient use of PASS and Ariba e-Sourcing applications. OCP added multiple enhancements to the PASS system to systematically control the integrity and transparency of the procurement process, by requiring an Acquisition plan or Project Initiation form each time the agency submits a requisition. In addition to systematic controls, we have made significant enhancements to Contracts Module, which enable us now to track Insurance expiration and CBE status.

OBJECTIVE 2: Use technology to improve transparency and compliance with governing laws and policies.

INITIATIVE 2.1: Enhance PASS system and develop new Business Intelligent tools to better provide effective distribution of regulations, procedures and processes to OCP staff, agencies and vendors.

FULLY ACHIEVED - In FY14, OCP Technology developed Operation Dashboard; the internet site was re-designed for better access, and enhancements were made in the PASS system to post contract award documents to the Internet in real time. PCARD management is now part of the PASS System, instead of the manual process.



Performance Initiatives – Assessment Details

Performance Assessment Key:

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

	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
Administrative and Support Division								
	2.1	Amount of revenue generated from surplus property (millions)	3.8	3.8		3.9	102.63%	ADMINISTRATION AND SUPPORT
	2.2	Number of certified non-profits using SPD program	78	85		85	100%	ADMINISTRATION AND SUPPORT
	2.3	Number of agency property officers trained on the federal reutilization website; GSACCESS.gov.	0	20		31	155%	ADMINISTRATION AND SUPPORT
	2.4	Number of additional vendors in Sourcing Module	1841	750		3133	417.73%	ADMINISTRATION AND SUPPORT
	2.5	% of Customer Service Quality and speed criteria achieved for all calls.	95%	95%		96.81%	101.9%	ADMINISTRATION AND SUPPORT
Procurement Division								
	1.1	Dollar amount of Central Purchasing Office purchases per FTE (in millions)	\$23.95	\$35		\$14.07	248.77%	PROCUREMENT
	1.2	Percent of solicitations processed through e-Sourcing	74%	85%		100%	117.65%	PROCUREMENT
	2.1	Number of Term Contracts	157	160		177	110.63%	PROCUREMENT



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	2.2	Dollar amount of term procurements (in millions)	\$17.2	\$12		\$14.88	124%	PROCUREMENT
●	2.3	% of Contracts awarded to CBEs	24.9%	50%		30.09%	60.18%	PROCUREMENT
●	2.4	% of Dollars awarded to CBEs	15.6%	16%		17.73%	110.80%	PROCUREMENT
Procurement Technology								
●	2.1	Percent of total number of issues resolved from all customers within 8 business hours (HELP DESK)	94%	95%		94.44%	99.41%	PROCUREMENT TECHNOLOGY
●	2.2	Percent of total number of intranet and internet updates completed within 24 business hours	98.3%	90%		98.44%	109.38%	PROCUREMENT TECHNOLOGY
●	2.3	Percent of vendor management approvals completed within 24 business hours	97.3%	90%		96.86%	107.63%	PROCUREMENT TECHNOLOGY
Procurement Integrity and Compliance								
●	1.1	Number of Procurement Integrity and Compliance Division (OPIC) Reviews and Audit Reports Issued	241	150		121	123.97%	PROCUREMENT INTEGRITY AND COMPLIANCE
●	1.2	Average number of days to complete a Compliance Review/Audit	30	30		28.33	105.88%	PROCUREMENT INTEGRITY AND COMPLIANCE
●	1.3	Percent of Sole Source, Emergency and Million Dollar Contracts Audited	100%	100%		100%	100%	PROCUREMENT INTEGRITY AND COMPLIANCE



	KPI	Measure Name	FY 2013 YE Actual	FY 2014 YE Target	FY 2014 YE Revised Target	FY 2014 YE Actual	FY 2014 YE Rating	Budget Program
●	1.4	Percent of OCP Contracting Officer Delegations Reviewed/Audited	100%	100%		100%	100%	PROCUREMENT INTEGRITY AND COMPLIANCE
●	1.5	Percent of Agency Contracting Officer (ACO) Delegations Reviewed / Audited	21.74%	100%		100%	100%	PROCUREMENT INTEGRITY AND COMPLIANCE