

Office of Contracting and Procurement FY2019

Agency Office of Contracting and Procurement

Agency Code PO0

Fiscal Year 2019

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.

Summary of Services OCP manages the purchase of \$5.6 billion in goods, services and construction annually, on behalf of over 77 District agencies. In its authority under the Procurement Practices Reform Act of 2010 (PPRA), OCP is responsible for both establishing procurement processing standards that conform to regulations, and monitoring the effectiveness of procurement service delivery. Procurement processing and management is enhanced by OCP specialists who are assigned to agency worksites to directly collaborate with program staff throughout the entire procurement process. OCP core services include the DC Supply Schedule, Purchase card (P-Card) program, and the surplus property disposition and re-utilization program. And, OCP's learning and certification programs support on-going development of staff proficiency and procurement service quality.

2019 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
TRANSPARENCY PORTAL. In February, OCP launched the Contracts and Procurement Transparency Portal, which is a searchable database of OCP's contracts, solicitations, payments, purchase orders, and forecasts.	The Portal has reduced the number of incoming FOIA requests, as residents now have a self-service, one-stop-shop location to find a wealth of District procurement information.	Since June 23, about 4,500 users have visited the site. This has given residents the ability forecast and anticipate future purchasing needs of the District and it has improved trust in the District by increasing transparency.
CONTRACTOR PERFORMANCE EVALUATION SYSTEM. In April, OCP launched the Contractor Performance Evaluation System (CPES), which replaced the former e-Val program. The new system is completely electronic and enables us to effectively measure the performance of our contractors. Since May, 398 evaluations have been completed, and 360 contractors have been evaluated.	The CPES has made it easier to complete contractor performance evaluations and to assess the past performance of contractors. This information is being used by contracting professional during vendor selection.	The CPES has made it easier to find and reward high-performing contractors, and it has made it easier to uncover and deal with under-performing contractors, resulting in better goods, services, and construction for residents.
PROCUREMENT CENTER OF EXCELLENCE. In June, OCP launched the Procurement Center of Excellence (PCOE), a customer-service solution hub aimed to streamline the help desk process.	The PCOE offers support to District Government agencies through one phone number. District employees with procurement related questions no longer have to call multiple help desks to resolve issues. Also, creating a dedicated, centralized vendor management team in the PCOE has reduced the burden of vendor management on contract professionals, allowing them to focus on serving District agencies and residents.	The PCOE offers support to external customers through one phone number, creating a seamless customer service experience. Since June, the PCOE has received thousands of calls, with the majority of callers requesting assistance with E-Invoicing, PASS, and vendor management.

2019 Key Performance Indicators

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
1 - Improve the quality and cost efficiency of procured goods, services and construction. (1 Measure)											
Percent of timely contractor performance evaluations on currently awarded contracts	Quarterly	New in 2019	20%	75%	No applicable incidents	No applicable incidents	38.3%	32.2%	34.4%	Unmet	Contract Administrators at client agencies did not always complete evaluations as required. Also, high turnover among Contract Administrators meant that evaluations often needed to be redirected.
2 - Improve planning and forecasting to support strategic business decisions in procurement. (3 Measures)											
Percent of planned contracts that are awarded within the fiscal year	Annually	New in 2019	48.4%	90%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	57.5%	Unmet	Data integrity issues with PASS resulted in under-counting
Number of contract ratifications	Quarterly	New in 2019	40	0	12	22	18	11	63	Unmet	Poor planning by client agencies

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
Number of retroactive contracts	Quarterly	New in 2019	2	0	0	0	0	0	0	Met	For one contract there was an unexpected service volume, which tipped the contract amount over \$1M
3 - Sustain a highly competent workforce. (2 Measures)											
Percent of OCP procurement staff positions that are vacant	Quarterly	New in 2019	7.9%	5.2%	6.6%	9.4%	8.6%	11%	8.9%	Unmet	The DMV is filled with many lucrative opportunities for contracting professionals at the Federal, State, and Local level as well as in private industry. Many of these opportunities pay more than what the District pays.
Percent of OCP procurement personnel achieving appropriate contracting tier level certification	Quarterly	New in 2019	92.5%	100%	96.5%	95.7%	95.7%	95.7%	95.9%	Nearly Met	A few staff were not able to complete Tier II due to unavoidable health and family issues
4 - Promote transparency in contracting decisions and actions to provide reliable information to all stakeholders. (1 Measure)											
Percent of awarded contracts over \$100,000 publicly posted	Quarterly	New in 2019	52.3%	Waiting on Data	65.9%	83.3%	74.6%	74.3%	75.6%	No Target Set	
6 - Create and maintain a highly efficient, transparent and responsive District government. (8 Measures)											
HR MANAGEMENT - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	100%	No Target Set	
HR MANAGEMENT - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
FINANCIAL MANAGEMENT - Quick Payment Act Compliance - Percent of QPA eligible invoices paid within 30 days (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	97.7%	No Target Set	

Measure	Frequency	FY 2017 Actual	FY 2018 Actual	FY 2019 Target	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual	KPI Status	Explanation
FINANCIAL MANAGEMENT - Percent of local budget de-obligated to the general fund at the end of year (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
CONTRACTS AND PROCUREMENT - Percent of Small Business Enterprise (SBE) annual goal spent (Updated by OCA)	Annually	New in 2019	New in 2019	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data		
IT POLICY AND FOIA COMPLIANCE - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	66.7%	No Target Set	
IT POLICY AND FOIA COMPLIANCE - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension - (Updated by OCA)	Annually	New in 2019	New in 2019	Not Available	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	
HR MANAGEMENT - Average number of days to fill vacancy from post to offer acceptance (Updated by OCA)	Annually	New in 2019	New in 2019	New in 2019	Annual Measure	Annual Measure	Annual Measure	Annual Measure	Waiting on Data	No Target Set	

*Data for the KPIs "Number of Retroactive Contracts" and Percent of Planned Contracts that are Awarded Within the Fiscal Year were revised with updated data provided by the agency after the original publication of the PAR.

*Mayoral agencies include agencies under the Health and Human Services, Education, Public Safety and Justice, Operations and Infrastructure, Economic Development, and Internal Services clusters. It excludes all independent agencies and select EOM agencies.

*The HR management, Financial Management, IT Policy and FOIA Compliance, and Contracts and Procurement measures were collected for all mayoral agencies in FY 2019. OCA calculates these measures based on summary-level data from various agencies, and cannot verify the accuracy of any calculations.

*The 2019 DC Enterprise Data Inventory (EDI) contains datasets published on DC's Open Data Portal, which is current as of March 9, 2019, and any datasets published to the portal after the above date were not included in the measure's calculation.

*Due to data lags, FY 2019 data for the following core business measures will be published in March 2020: Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent; Financial Management - Percent of local budget de-obligated to the general fund at the end of year; Human Resource Management - Average number of days to fill vacancy from post to offer acceptance; Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft; and IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of FOIA Requests Processed in more than 25 business days - statute requirements allow 15 business days and a 10 day extension.

2019 Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
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1 - Property Revenue Generation (1 Measure)

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Q1	FY 2019 Q2	FY 2019 Q3	FY 2019 Q4	FY 2019 Actual
Amount of revenue generated from surplus property (in millions)	\$4	\$4	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$3.4
1 - Purchase Order Processing (3 Measures)							
Total value of purchase orders awarded to CBE contractors (in millions)	\$867.6	\$1750.5	\$705.8	\$408	\$537	\$518	\$2168.8
Total number of contracts awarded	757	1279	352	313	264	333	1262
Total dollar value of contracts awarded (in millions)	\$4247.4	\$7897.2	\$794.9	\$429	\$1805	\$447.5	\$3476.4

2019 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Improve the quality and cost efficiency of procured goods, services and construction. (16 Activities)			
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
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
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
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
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
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
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
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
CONTRACTING AND PROCUREMENT	Small Business Enterprise (SBE) / Certified Business Enterprise (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, General Services Administration (GSA), District of Columbia Supply Schedule (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
CONTRACTING AND PROCUREMENT	Contractor Performance Evaluation	The focus of this operation is to sustain a well-defined contractor performance evaluation system.	Key Project

Operations Header	Operations Title	Operations Description	Type of Operations
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
2 - Improve planning and forecasting to support strategic business decisions in procurement. (2 Activities)			
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
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
3 - Sustain a highly competent workforce. (1 Activity)			
LEARNING AND DEVELOPMENT	Training and Certification	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
4 - Promote transparency in contracting decisions and actions to provide reliable information to all stakeholders. (8 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
LEGAL	Update Polices	OCP General Counsel Provides oversight for OCP policies and procedures.	Daily Service
LEGAL	Freedom of Information Act (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 Human Resources 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 provides 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
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
5 - Promote industry engagement to ensure that the District procurement system is understood and transparent to industry and the residential 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

2019 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Acquisition Planning Improvement (1 Strategic Initiative)				
Acquisition Planning Improvement	In FY19, OCP will focus on improving acquisition planning to achieve quality goods, services and construction for the District. Specifically, OCP will continue its effort from FY18 to convert planned procurement opportunities into forecast summaries - details of which are posted on a searchable site on the agency's website. The newly developed Procurement Health Dashboard will allow users to see anticipated procurement spend versus actual spend for all planned procurements. This initiative will help with contracting transparency objectives and will also enhance industry competition.	Complete	This initiative was completed in the second quarter.	
Contractor Performance Evaluation (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Quality focused contractor performance	In FY19, OCP will build a new contractor performance evaluation IT system to facilitate on-time and quality-focused assessments for all contracts in excess of \$100K. The new automated scorecard and tracking system will ensure that current, complete and accurate contractor performance information is available to contracting personnel for procurement source selection, exercising an option and assessing contractor responsibilities such as payments to subcontractors.	Complete	OCP successfully launched the Contractor Performance Evaluation System (CPES) on April 30, 2019. The automated system, with multiple features, is designed for evaluations to be performed by agency Contract Administrators with reviews by the Contracting Officers. CPES also provides a mechanism for contractors to review and comment upon ratings received.	
P-Card Utilization (1 Strategic Initiative)				
Optimize P-card utilization	OCP will continue to expand its P-Card utilization and assessment to further develop and understand the scope of P-Card use. The agencies' program officials and contracting officers will be provided with robust reporting to include the volume of transactions, types of commodities and spending trends per agency. The data, reports and information will be produced and further shared with other District procurement and programmatic entities to help identify micro-acquisition opportunities, leverage the DC Supply Schedule and develop strategies for obtaining overall discounted pricing choices in the micro-procurement arena. Cost savings may be embedded within a future initiative based upon negotiations and the evaluation of contract opportunities.	Complete	OCP is using a P-Card specific Dashboard : https://dcmgovict.sharepoint.com/sites/OCP/Dashboards to explore historical data for benchmarking purchase card transactions and to assess what is being procured on a micro-level. This promotes transparency in cardholder, commodities and CBE spend.	
Training and Certification (1 Strategic Initiative)				
Expanded training and continued certification	During FY18, as a direct result of the training efforts by the Learning and Development (L&D) unit, OCP saw a marked increase in our percentage of appropriately certified procurement personnel, specifically reflected on the Procurement Health Dashboard. In FY19, OCP will continue to expand its training and certification program throughout the District promoting the understanding of procurement and use of procurement best practices for procurement professionals.	Complete	To promote a wider and better understanding of procurement and District processes, OCP now offers training at several independent agencies. The training team continued to work with District stakeholders to create and implement relevant courses that supplement and enhance OCP's baseline course offerings. A course was created that explains the Department of Small and Local Business Development waiver process and sessions were provided to the Department of Consumer and Regulatory Affairs to explain the licensing requirements for local and non-District businesses. Finally, the Leadership Circle Initiative continues to be offered for in-depth leadership training to all our managers. In addition to providing executive coaching and a 1.5-day workshop that explores leadership in general, regular "Continuing Conversation" sessions were held with the three cohorts to provide a space for managers to share their challenges and lessons learned. Additional training includes million-dollar contract processes, contract protests, and Executive Leadership Training (which is delivered to senior agency personnel throughout District government	This is a fluid process
Update Polices (1 Strategic Initiative)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Legislation, policy development and updates	In FY18, five new policies were developed and the Policies and Procedures Manual was updated. In FY19 OCP will propose new legislation to improve the procurement process. OCP will continue its efforts to develop and revise policies and procedures that impact day-to-day procurement service delivery, efficiency and effectiveness. We will also continue to update regulations to reflect best practices as established by the American Bar Association Model Procurement Regulations and industry input through the National Association of State Procurement Officers.	25-49%	<p>OGC has completed an update to OCP's Contract Insurance Requirements Policy and Electronic Signature Policy. We continue to work to update existing policies or completing new policies for the Human Care Agreement, the Purchase Card Program, the Contract Workspace, Records Retention, Wellness in the Workplace and Procurement System Access and Approval . We are working toward completion of the legislative initiative: PERA - Procurement Efficiency Reform Act of 2019 as well as the following regulatory initiatives:</p> <ul style="list-style-type: none"> o 27 DCMR Ch 30 [Inherently Governmental Functions] – to be published on 10/18/19 o 27 DCMR Ch 40 [Quality Assurance] – published 09/13/19 o 27 DCMR Ch 22 [Contractors] – awaiting final OPLA certification for publishing o 27 DCMR Ch 27 [Construction Costs] – comments received, pending further review. o 27 DCMR Ch 32 [Contract Financing] – Emergency Rule published and Proposed Rules pending review. 	OGC balances this initiative against other day-to-day legal services provided to the agency including advisory services, procurement and contracting support for staff, litigation support for matters handled by OAG on behalf of the agency, ratifications for District agencies, food waivers for District agencies, assistance with hearings and audits impacting the agency and other related needs.