Office of Contracting and Procurement FY2020

Agency Office of Contracting and Procurement   **Agency Code** PO0   **Fiscal Year** 2020

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.

Strategic Objectives

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

Key Performance Indicators

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual	FY 2020 Target
1 - Improve the quality and cost efficiency of procured goods, services and construction. (1 Measure)					
Percent of contractor performance evaluations that are completed	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
4 - Promote transparency in contracting decisions and actions to provide reliable information to all stakeholders. (2 Measures)					
Percent of awarded contracts over $100,000 publicly posted	Up is Better	New in 2019	52.3%	75.6%	Waiting on Data
Percent of client agencies that are satisfied with OCP services	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020
5 - Promote industry engagement to ensure that the District procurement system is understood and transparent to industry and the residential community. (1 Measure)					
Percent of industry partners that are satisfied with OCP services	Up is Better	New in 2020	New in 2020	New in 2020	New in 2020

Core Business Measures

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
6 - Create and maintain a highly efficient, transparent, and responsive District government. (10 Measures)				
Contracts and Procurement - Percent of Small Business Enterprise (SBE) annual goal spent	Up is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Percent of local budget de-obligated to the general fund at the end of year	Down is Better	New in 2019	New in 2019	Waiting on Data
Financial Management - Quick Payment Act (QPA) Compliance - Percent of QPA eligible invoices paid within 30 days	Up is Better	New in 2019	New in 2019	97.7%

Measure	Directionality	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
Human Resource Management - Average number of days to fill vacancy from post to offer acceptance	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employee performance evaluations completed and finalized in PeopleSoft	Up is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management - Percent of eligible employees completing and finalizing a performance plan in PeopleSoft	Up is Better	New in 2019	New in 2019	100%
IT Policy and Freedom of Information Act (FOIA) Compliance - Percent of "open" data sets identified by the annual Enterprise Dataset Inventory published on the Open Data Portal	Up is Better	New in 2019	New in 2019	66.7%
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	Down is Better	New in 2019	New in 2019	Waiting on Data
Human Resource Management – Percent of new hires that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020
Human Resource Management – Percent of employees that are DC residents (excludes temporary workers and contractors) (Updated by OCA)	Up is Better	New in 2020	New in 2020	New in 2020

*The above measures were collected for all mayoral agencies in FY2019. The 2019 open data inventory includes data for calendar year 2018. Due to data lags, FY2019 data for the following core business measures will be available 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.

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

Operations Header	Operations Title	Operations Description	Type of Operations
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
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
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
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
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 $5,000 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
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

2 - Improve planning and forecasting to support strategic business decisions in procurement. (2 Activities)

Operations Header	Operations Title	Operations Description	Type of Operations
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)

Operations Header	Operations Title	Operations Description	Type of Operations
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

Operations Header	Operations Title	Operations Description	Type of Operations
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
OPERATIONS MANAGEMENT AND SUPPORT	Audit Committee	In order to align management decisions with audit functions, a specific audit committee has been formed.	Key Project
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
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
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
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

Workload Measures

Measure	FY 2017 Actual	FY 2018 Actual	FY 2019 Actual
1 - CONTRACTING AND PROCUREMENT (3 Measures)			
Total number of contracts awarded	757	1279	1262
Total value of purchase orders awarded to CBE contractors (in millions)	$867.6	$1750.5	$2168.8
Total dollar value of contracts awarded (in millions)	$4247.4	$7897.2	$3476.4
1 - SURPLUS PROPERTY (1 Measure)			
Amount of revenue generated from surplus property (in millions)	$4	$4	$4

Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Acquisition Planning Improvement (1 Strategic Initiative)		
Spend analysis and strategic sourcing	OCP's goal is to evaluate District spend and acquisition plans to uncover critical as well as strategic requirements where procurement can add additional value. OCP will identify and analyze the top-most categories of spend in the District; facilitate interdisciplinary workgroups to elicit creative and strategic sourcing ideas; and develop key, actionable recommendations for increasing future procurement quality and cost savings. Specific implementation steps will include: Develop critical analyses of high-spend commodities Assemble and facilitate workgroups Develop recommendations for increasing quality and cost savings Integrate recommendations into future procurement plans	09-30-2020
Purchase order processing (1 Strategic Initiative)		
Reengineer Simplified Acquisitions	OCP's goal is to improve the efficiency of simplified acquisitions within the District. OCP will develop standard policies and procedures for how District contracting personnel should purchase simplified acquisition items, including items from the DC Supply Schedule. In addition, OCP will create catalogs in PASS that will allow District agencies to purchase numerous pre-approved items on their own, without having to interact with a District contracting officer. OCP will also streamline the process in which suppliers apply to be included on the DC Supply Schedule. Specific implementation steps will include: Develop a standard definition for simplified acquisitions in the District Develop standard policies and procedures for simplified acquisitions Streamline the DC Supply Schedule application process Develop catalogs in PASS	09-30-2020
Technology Support (1 Strategic Initiative)		
Preparation for Ariba Refresh	OCP is preparing for the refresh of the District's Ariba enterprise procurement software, the Procurement Automated Support System (PASS). OCP will engage extensively with suppliers and District agencies to understand their business needs, which will help OCP to improve PASS business process design, reporting, and system integration. OCP will also develop key new features such as automating procurement planning, and digitizing and streamlining the authoring of all contract award types.	09-30-2020
Training and Certification (1 Strategic Initiative)		
Results-Driven Training	OCP's goal is to improve the critical competencies of District contracting officers and specialists through expanded and improved training. OCP will develop and validate a standard framework for measuring the impact of its trainings on procurement operations, and OCP will validate a results-driven approach to developing procurement-related coursework. OCP will map out gaps between current business needs/processes and current curricula, recommend changes to curricula, develop measurable pre- and post-assessments of competencies, and develop and track key performance indicators of training effectiveness. Specific implementation steps will include: Develop a gap analysis for the pilot project Implement recommended changes to curricula for the pilot project Develop and validate pre- and post-assessments for the pilot project Develop and validate key performance indicators for the pilot project Develop a standard results-driven training framework white paper	09-30-2020
Vendor Engagement and Outreach (2 Strategic initiatives)		
Outreach to industry in Wards 7 and 8	OCP's goal is to increase the number of businesses in Wards 7 and 8 that bid on District procurement solicitations. OCP will plan and launch an event series in FY2020 to engage the District's small business community and to gain feedback on how OCP can improve its external outreach. OCP will host several events of this series in Wards 7 and 8, and will promote the events through outlets like The Washington Informer and East of the River News, among other outlets	09-30-2020

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Supplier and client agency engagement	OCP's goal is to proactively engage suppliers and client agencies to better understand significant issues that contracting and procurement can solve. OCP will seek out the "voice of the customer" by directly contacting suppliers and client agencies via satisfaction surveys, focus groups, interviews, or other methods of outreach. This feedback will allow OCP to learn about supplier and client agency needs as well as their experience with District procurement processes, which will help OCP to improve customer service, business practices, and the overall procurement experience. Specific implementation steps will include: Develop and deploy targeted surveys and other methods of outreach Develop critical analyses of outreach data Develop and implement business process improvements	09-30-2020