Office of Contracting and Procurement (OCP)
FY2016 Performance Accountability Report (PAR)

Introduction

The Performance Accountability Report (PAR) measures each agency's performance for the fiscal year against the agency's performance plan and includes major accomplishments, updates on initiatives' progress and key performance indicators (KPIs).

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 manages the purchase of $4.4 billion in goods, services and construction annually, on behalf of over 70 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.

Overview – Agency Performance

The following section provides a summary of OCP performance in FY 2016 by listing OCP's top accomplishments, and a summary of its progress achieving its initiatives and progress on key performance indicators.

Top Agency Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
Acquisition Planning Procedures and Systems: Revision of the acquisition planning template, as well as, and policies and procedures provides a set of tools to identify and validate procurement needs and contracting schedules across District agencies. Delineation of the size and nature of anticipated procurements supports procurement implementation and workload management. Procedural and system enhancements support credible procurement forecasting.	Reliable acquisition planning gives OCP the anticipated procurement requirements (e.g., products/commodities/services, contract value, period of performance for completing contracting, and purchasing method) for over 76 agencies. Improved annual planning enables contracting teams, in coordination with program managers, to delineate the key milestones that move procurements efficiently to contract award. Business opportunity forecasting helps ensure that a pool of qualified vendors is ready to participate in the solicitation process.	Comprehensive , District-wide acquisition planning, for the entire fiscal year, helps ensure that contracting is achieved within a timeline sufficient for the successful implementation of programs and services that support the public safety, human resources, and economic development needs of residents and communities. Acquisition plans are converted into business opportunity forecasts that foster vendor interest and encourage advance preparation for the solicitation process.
Planning and Monitoring for Large and Mission Critical Procurements: Two new resources support the development and management of procurements valued at \$1M and over. These large and mission critical procurements are now tracked from requisition to contract award phases and through contract administration in a new dashboard that provides key details. In addition, business process diagrams and job-aides provide targeted planning and management guidance for RFP and IFB procurements that require DC Council approval. The combined system and process enhancements give contract specialists and managers important tools to help manage procurement services.	With tools that define process cycle times for large and mission critical procurements, contract specialists have additional guidance to develop high quality solicitations and implement timely contracting. Cycle-time standards help contract specialists establish valid milestone plans, improve inter-agency coordination, and implement timely awards. The same processing standards are linked to dashboard tracking, which apprises managers of performance and highlight constraints that require judicious trouble-shooting.	Quality controlled procurement development helps ensure efficient acquisition of the goods and services that the District needs to serve its customers. Considering the complexity and procurement management challenges often associated with very large acquisitions, the dashboard and processing tools enable contracting specialists and procurement managers to focus on the delivery of progressive tasks. Rigorous monitoring helps rectify bottlenecks and to keep contracting on schedule.

Procurement Technology Enhancement: Using technology to organize and manage procurement data sets gives OCP up-to-date information on annual acquisition planning, in-progress procurements, purchase transactions and spending, and contract administration. The large and mission critical dashboard, acquisition planning portal, and workload dashboard give OCP additional capacity to coordinate and progressively track procurements; and then, rectify bottlenecks before procurement schedules are jeopardized. Conversion to an on-line DC Supply Schedule application process will immediately improve coordination and communication between OCP and vendors.

In FY 2017, procurement managers and the Chief Procurement Officer will be able to use real-time data to review the District-wide portfolio and monitor implementation, throughout the cycle, to ensure goods and services are procured according to agency requirements. Improved use of technology will give OCP basic insights out of data sets and deeper analytical investigation to assess the heath of the District's procurement operations and service delivery.

District residents can have greater confidence that managers are receiving reliable information on how goods and services are procured, which improves accountability throughout the procurement process. The new capacity to quickly analyze procurement status will help the District efficiently procure what is needed when it's needed. Automation of the DC Supply Schedule provides a time-saving document transfer process for business; and it improves transparency throughout the application cycle.

In FY 2016, OCP had 20 Key Performance Indicators. Of those, 4 were neutral. Of the remaining measures, 65% (13 KPIs) were met, 0% (0 KPIs) were nearly met, and 15% (3 KPIs) were unmet. In FY 2016, OCP had 22 Initiatives. Of those, 77% (17) were completed and 18% (4) were nearly completed, and 5% (1) were not completed. The next sections provide greater detail on the specific metrics and initiatives for OCP in FY 2016.

FY16 Objectives

Division	Objective
BUSINESS RESOURCES and SUPPORT SERVICES	Expand the revenue generating capacity of the Personal Property and Surplus program.
LEARNING and DEVELOPMENT	Improve the skill and proficiency of procurement professionals through a District-specific certification program.
OFFICE of the GENERAL COUNSEL	Provide current regulatory information to OCP procurement personnel.
OFFICE of the GENERAL COUNSEL	Respond to Freedom of Information Act (FOIA) requests in a timely manner.
OPERATIONS	Increase compliance with District procurement laws and regulations by implementing targeted expansions to the Audit and Compliance Program.
OPERATIONS	Increase P-Card use as a procurement vehicle.
OPERATIONS	Enhance or establish an efficient lifecycle contract records management system within OCP and DPA agencies, for the control, receipt, maintenance, use, storage, retrieval, retention and disposition of contract files.
PROCUREMENT	Improve the Acquisition Planning Process
PROCUREMENT	Consistent with procurement reform efforts, analyze the District's procurement portfolio and methodologies to further identify opportunities for transparency and greater efficiency.
PROCUREMENT	Ensure compliance in the utilization of the D.C. Supply Schedule (DCSS) to include the full collection of revenue fees owed to the District as mandated by law.
PROCUREMENT	Further support sustainability objectives through the management and administration of the Sustainable Purchasing Program (SPP).
PROCUREMENT	Manage the Procurement Accountability and Review Board
PROCUREMENT	Complete all procurements as efficiently as possible and in accordance with validated implementation plans.
PROCUREMENT TECHNOLOGY	Use technology and process enhancements to support the Procurement Reform Initiative
PROCUREMENT TECHNOLOGY	Provide better transparency and compliance with governing laws and policies by making required documents available in a timely manner via the website.
RESOURCE MANAGEMENT	Enhance the efficiency of the life-cycle for Human Resource recruitment processes and aligning standardized individual performance plans with the agencies strategic plan, mission and goals for all positions.

FY16 KPIs

Objective: Consistent with procurement reform efforts, analyze the District's procurement portfolio and methodologies to further identify opportunities for transparency and greater efficiency.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Total value of purchase orders awarded to CBE firms (in millions)	317	Q	14.9	112	100.8	270	497.7	Neutral Measure	There are three primary reasons: 1) there are no vendors that can meet the requirement such as for uniforms, equipment, etc; 2) CBE vendors may exceed the 12% budget ceiling and 3) if a vendor is a non-profit organization, they cannot qualify as a CBE.
Percent of Active contracts in excess of $100,000 published in PASS	90	Q	48.88	47.73	61.92	31.28	49.3	Unmet	End of fiscal year issues involved approval flow problems and contracts with late September effective dates.
Achievement of Small Business Enterprises (SBEs)/Certified Business Enterprises (CBEs) subcontracting mandate for contracts over $250,000	100	Q	65.22	62.03	63.46	15.79	32.8	Unmet	Additional business processes are being developed to better ensure the target being met.

Objective: Enhance or establish an efficient lifecycle contract records management system within OCP and DPA agencies, for the control, receipt, maintenance, use, storage, retrieval, retention and disposition of contract files.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
DPA agencies integrated into OCP centralized contract file management system for consistent records management	3	Q		1		1	2	Neutral Measure	Overall, OCP has a success rate of seventy-five (75) agencies to-date; for FY16, there were only three remaining; DBH is still in the finalization stage and is expected to be fully integrated in early FY17. However, there were delays caused by a change in leadership and the departure of project partners.

Objective: Enhance the efficiency of the life-cycle for Human Resource recruitment processes and aligning standardized individual performance plans with the agencies strategic plan, mission and goals for all positions.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Time of filled vacancies from the request to onboarding	60	Q	44	37.84	67	52.72	50.3	Met	

Objective: Ensure compliance in the utilization of the D.C. Supply Schedule (DCSS) to include the full collection of revenue fees owed to the District as mandated by law.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of 1% fee collections due from the District of Columbia Supply Schedule (DCSS)	100	A					76.9	Unmet	This is an aggregate through the third quarter; annual data will not be available until late November or early December.

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

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Number of certified non-profits using SPD program	80	A					128	Met	

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Number of agency property officers (APOs) trained on the federal reutilization website; GSAXcess.gov, its enhancements and OCP surplus property policies and procedures	50	A					95	Met	
Amount of cost avoidance realized through re-utilization of surplus (in millions)	4	A					4.8	Met	
Amount of revenue generated from surplus property (in millions)	3.9	A					4.1	Met	

Objective: Improve the skill and proficiency of procurement professionals through a District-specific certification program.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of Procurement staff completing the certifications courses	45	A					51.1	Met	OCP management decided to focus resources on the core instruction provided through the Procurement Foundations course, which exceeded the target.
Procurement personnel completing the Foundations Course	60	A					178.3	Met	

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

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of Contracting Officers with Delegated Authority who are audited	100	A					100	Met	
Percent of Comprehensive Annual Financial Report and Single Act Report deficiencies remediated within a year of the audit period	100	A					100	Met	

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Number of reviews and audits	121	Q	41	46	6	6	99	Neutral Measure	OPIC modified its annual Audit Plan to accommodate revised priorities. Although certain audits were suspended, the office maintained its primary audit focus and engaged in very significant labor intensive audit efforts with CAFR, Single Audit, OIG and other special audits and analyses.

Objective: Respond to Freedom of Information Act (FOIA) requests in a timely manner.

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of FOIA requests responded to within the statutory timeframe of fifteen business days	90	Q	97.01	74.19	100	94.23	90.5	Met	

Objective: Use technology and process enhancements to support the Procurement Reform Initiative

Measure	Target	Freq	Q1	Q2	Q3	Q4	Total	KPI Status	KPI Barriers
Percent of total number of issues resolved for all customers within eight business hours	95	Q	100	95.99	96.82	95.31	96.8	Met	
Vendor record maintenance updates approved within twenty-four business hours	90	Q	100	98.63	99.58	99.59	99.4	Met	
Percent of responses to all IT support tickets created within two business hours	95	Q	100	98.55	97.96	90.16	97.4	Met	
Automate procurement workload management system	0	A					100	Neutral Measure	

FY16 Workload Measures

Measure	Freq	Q1	Q2	Q3	Q4	Total
Total number of purchase orders processed through OCP in the Procurement Automated Support System (PASS)	Q	4,054	790	3,702	4,027	12,573
Total value of puchase orders processed by OCP in the Procurement Automated Support System -PASS (in millions)	Q	755.3	128.1	503.7	869.7	2,256.8

FY16 Initiatives

Title: Maximize utilization of the online auction platform
    Description: In FY16, OCP will continue to expand the surplus property program to both efficiently connect buyers and sellers, and process transactions. Priorities include implementation of a rigorous e-commerce campaign to extend industry outreach and engage potential auction bidders. Additional strategies will be developed to help maximize the use of the online auction platform.
    Complete to Date: Complete
    Status Update: The surplus property program has expanded its marketing and outreach capacity. With linkages to GovDeals, a liquidity service, and other online websites focused on e-Commerce, the DC website reaches an average of 30,000 bidders worldwide

Title: Train agency property officers
    Description: OCP has collaborated with its federal partners to give District agencies access to the federal surplus property system called GSAXCESS.GOV. GSAEXCESS.GOV allows Agency Property Officers (APOs) the ability to view property without visiting a hard site. OCP will train 50 APOs on the federal surplus property program which will continue to promote its OCPs efforts toward leveraging federal resources, reducing cycle time for procuring goods and providing District agencies with less costly acquisition solutions.
    Complete to Date: Complete
    Status Update: The final training session occurred in August. Ninety-five staff were trained to function as agency property officers (APOs). Refresher training was also offered to existing APOs.

Title: Implement an enhanced surplus property system to support re-utilization and cost avoidance.
    Description: OCP Surplus Property helped non-profits, public schools, federal and local agencies throughout the District avoid costs by repurposing over 8 million dollars in acquisition avoidance and monetary savings in FY15. Through these sustainability efforts, over 6,000 surplus items have been re-distributed in the District. In FY16, OCP will manage the full-service disposition process through a newly established web-based system targeted to the District's business practices. Expanded use of technology coupled with internal portfolio management expertise will provide the foundation for the District's robust and growing reutilization program.
    Complete to Date: Complete
    Status Update: The designated URL (www.dcgovt.govdeals.com) is fully operational. Integration of this web-based technology supports efficient management of surplus property initiative

Title: Implement certification and procurement foundation training
    Description: OCP will implement a training program to reinforce skills, build procurement proficiency, and culminate in certification based on PPRA, DCMR, standard operating procedures and other requirements. The draft multi-tiered certification program has been designed for personnel ranging from entry level contract specialists to supervisory contracting officers. In FY16, OCP will refine the training curriculum and teaching materials to incorporate lessons from pilot implementation; and, develop a comprehensive training plan for full-scale delivery of Tier I and Tier II. OCP's Procurement Foundation course will also be enhanced to function as prerequisite training for Tier I certification, with its focus on core laws, rules, and principles for effective procurement and contracts management. Training priorities will focus on Procurement Foundations and Tier I Certification in FY16.
    Complete to Date: Complete

Status Update: All mandated certification and procurement courses have been developed and are offered in PeopleSoft for registration. Schedule has been shared for input on any changes needed. Multiple courses have been scheduled to ensure all can attend.

Title: Issue updated standard contract provisions

    Description: OCP General Counsel will review standard contract terms and conditions to ensure accuracy and clarity. Existing contract provisions will be revised, as applicable, to ensure consistency with current rules, regulations, and performance standards.

    Complete to Date: 75-99%

    Status Update: Updated templates and guidelines for RFP and IFB procurement methods have been completed, which delineates current processing requirements. The revised Standard Contract Provisions have been finalized. Rigorous review and clearance process is underway by General Counsel.

    If Incomplete, Explanation: Revising the contract provisions requires rigorous review. This document is the foundation of contracting and procurement actions.

Title: Improve FOIA response time for public record requests

    Description: OCP General Council will develop a FOIA operational policy and draft supporting legislation revisions, as applicable. OCP will streamline its intake, staff coordination, information collection and retrieval procedures to improve compliance with the fifteen (15) business days response statute. An FOIA policy will clarify roles, responsibilities and processing steps.

    Complete to Date: Complete

    Status Update: Revised FOIA policy was completed in the first quarter and distributed the beginning of the second quarter

Title: Risk-based internal auditing

    Description: OCP's Office of Procurement Integrity and Compliance (OPIC), provides on-going appraisal of agency operations with an annual audit plan that aligns with known and potential procurement risk factors. Priorities include periodic reviews of all emergency and sole source contracts; contracts exempt from competition; DC Supply Schedule and compliance;and Contracting Officer compliance. OPIC's audit plan also allows for an indeterminable number of directed or special audits or analyses to address emergent compliance, operational or programmatic risks.

    Complete to Date: Complete

    Status Update: The OCP Office of Procurement Integrity and Compliance modified it's annual Audit Plan to accommodate revised priorities. Auditors engaged in more thorough analyses and in several labor intensive projects such as the DCRA Operations analyses, Winter Storm Jonas, targeted P-card and other Special audits. OPIC also supported the Office of the Inspector General, the Office of the DC Auditor and the Board of Ethics and Government Accountability in a number of their audits and investigations.

Title: Optimize P-Card use across District procurement operations

    Description: The P-Card is a particularly prudent vehicle for managing the acquisition of small and/or simplified purchasing. OCP will evaluate existing P-Card use to determine opportunities to expand usage and facilitate expeditious buying of goods and services that meet dollar threshold standards. More systematic and consistent use of the P-Card vehicle will help minimize processing workload for small purchases and improve efficiency.

    Complete to Date: 50-74%

    Status Update: Review and examination of P-Card transactions for the entire fiscal year is underway. Over 5,000 District-wide transactions have been organized by good/service and dollar value, as distributed between agencies and staff buyer. Preliminary trends are being identified and reviewed to understand

buying patterns and schedules; and to determine opportunities to expand P-Card use for increased efficiency. Next steps include analysis of CBE vendor utilization and market share

If Incomplete, Explanation: To prepare a credible examination, OCP restructured this initiative to encompass a review of the full fiscal year. Consequently, the performance timeline needed to be extended into FY17-Q1 for the comprehensive review of P-Card transactions.

Title: Contract file access and management controls

Description: OCP is instituting a contract file control system for storage, retrieval, and return of OCP physical files maintained on-site at the headquarters Records Center or off-site in agencies performing the records management function, under CPO authority. OCP has invested in a Radio Frequency Identification (RFID) system to log and track all hard copy files – including file retrieval requests. In addition to achieving electronic organization and management of contract records, RFID supports standardized recordkeeping. The FY16 priority to set-up RFID tracking and/or other security mechanisms for all agencies.

Complete to Date: Complete

Status Update: OCP has assessed security and RFID installation requirements within the agencies. Files are logged and secured through System Asset Management (SAM) at OCP HQ and/or off-site, as approved.

Title: Records management guidance to procurement personnel

Description: OCP will enhance recordkeeping policies and procedures to achieve consistent management of contract and procurement files. Implementation of revised procedures will safeguard contract documentation and help ensure integrity of procurement records. Improved document control will help mitigate recordkeeping deficiency findings in audits.

Complete to Date: Complete

Status Update: The Records Management policies and procedures are complete instruction from file creation to close-out

Title: Annual records disposal program

Description: OCP Records Management will adopt formal policies and procedures for contract file control, retention, and disposition. As consistent with mandates of the Procurement Practices Reform Act of 2010 and the DC Office of the Secretary, OCP is establishing standards for final destination management of records after required retention periods. Guidance will apply to all agencies under CPO authority, including agencies that maintain off-site procurement records.

Complete to Date: Complete

Status Update: The records disposal policy is part of the overall Records Management policies and procedures. It has been approved by General Counsel and is awaiting distribution.

Title: Enhanced acquisition planning policy and procedures

Description: In FY16, OCP is strengthening the acquisition planning process with targeted guidance to agencies on assessing purchasing needs (including scheduling) to ensure timely and cost effective delivery of goods and services. OCP will promulgate policies and guidelines to help agencies identify buying needs, define milestones, and estimate costs. This additional guidance will also help agencies align procurement needs with budgetary resources and strategic plans. As procurements move to the planning and development stage, OCP will utilize the integrated procurement team strategy to achieve enhance coordination of requirements among the program management, contract, finance and legal functions.

Complete to Date: Complete

Status Update: Annual acquisition planning systems and procedures have been enhanced and upgraded to support more robust forecasting and procurement management. With the completion of revised O-apt templates and policies, agencies have improved tools for preparing procurement needs assessments and

identifying preliminary planning schedules.

Title: Monitor procurement planning, coordination, and processing for awards equal to or greater than $1M

Description: In FY2016, OCP will develop a process to ensure that Agency priority procurements are tracked in an extensive mission critical dashboard addressing each phase of the procurement. Gaps will be more readily identified and remedies can be escalated.

Complete to Date: Complete

Status Update: The completed dashboard (populated directly from the Procurement Automated Support System - PASS), is a tool for monitoring procurements from the requisition stage to contract administration. Newly developed business process diagrams help guide planning and management for RFP and IFB procurements that require DC Council approval. Both tools focus on the more complex requirements for million dollar (and larger) procurements and those that may have particularly unique challenges.

Title: Integrate audit findings into improvement plans

Description: OCP management will utilize the content of the audits and analyses of the Office of Procurement Integrity and Compliance (OPIC) , particularly the cause:, effect and recommendations section of the traditional audit report which will be expanded to include a greater degree of causal analysis, and, where appropriate, expanded recommendations relative to the identification of opportunities for transparency and greater efficiency.

Complete to Date: Complete

Status Update: OCP established an audit committee with a formalized Charter that defines the quality control and remediation role it performs to help correct deficiency findings. The audit committee has the authority to define further policy, procedural, and training solutions to rectify systemic performance challenges. Quarterly meetings achieve focused review, at the leadership level, of results from internal and external audits.

Title: Workload management

Description: OCP is developing an automated process to manage contract workload for OCP procurement staff. The goal is to ensure that resources are allocated properly based on contract volume and complexity. In tandem with acquisition planning, a workload management system will be utilized to monitor assignments and performance, and guide workload management. This system will also help ensure that Agency priority procurements have reliable procurement milestone plans detailing relevant steps of the project procurement cycle and providing the transparency and forecasting needed in procurement activity.

Complete to Date: Complete

Status Update: The Procurement Workload Dashboard has been designed to depict the agency and contracting staff distribution of all active procurements. The resource management tool helps ensure workload allocation considers complexity and implementation timelines. Real time data population gives managers current information on open requisitions and aging for prompt decision-making.

Title: DCSS 1% fee collection business processes

Description: In FY 2016, OCP will establish enhanced policies and procedures to support fee collection provisions defined in D.C. Code 2-361.03 and 27 DCMR 2107, which authorizes the CPO to establish and collect a fee for transactions under the DC Supply Schedule. Business processes will define standards for (a) a systematic determination of payments due, (b) a formal communication process to the vendors to articulate payment requirements and (c) an improved tracking and collection process. Additionally, a specific mechanism will be researched for development of a systematic and automatic deduction process. Once fully automated, the possibilities of fraud can be minimized, errors can be reduced and bill collection as a business process can be eliminated. This will result in a more efficient and accurate reflection of the collection mechanism.

Complete to Date: 75-99%

Status Update: OCP has developed an automated process for vendor applications which will reduce processing time and will provide vendors with a more succinct mechanism to become a DCSS contractor. An improved tracking and collection process is still in the development stages
If Incomplete, Explanation: The collection mechanism is still in the analysis phase.

Title: Vendor outreach on sustainable purchasing
Description: OCP will collaborate with the Department of Small and Local Business Development (DSLBD) to plan a CBE Sustainable Purchasing Roundtable, which will target businesses that sell products or services in key product and service categories. This event will educate the vendor community on sustainable purchasing as a growth market and promote agencies with SPP acquisition priorities to help to incentivize vendors build operational capacity to provide EPPS products and services. This will strengthen OCP's ability to identify new EPPS products and services.
Complete to Date: Complete
Status Update: A successful roundtable, implemented in conjunction with DSLBD, was held March 10, 2016

Title: PARB reporting and monitoring
Description: PARB was established by Mayor's Order 2015-165 on June 15, 2015 to improve the quality, efficiency, and integrity of the contracting and procurement processes within the District Government. In managing the quarterly hearings, OCP responsibilities include preparing findings and analysis on specific factors, conditions, and actions culminating in the current status. OCP will ensure that the processes of the PARB are managed efficiently and effectively; and that after-action reports are prepared to guide next steps, including implementation of PARB recommendations.
Complete to Date: Complete
Status Update: The quarterly PARB meeting was convened to review retroactive contract actions and critical modifications that warrant management examination. Recommended process improvements, training, and additional monitoring have been fully implemented

Title: Technology support
Description: Through forums, and other means, identify enhancements and new technologies to support OCP staff, Vendors and Agencies. In FY 2016, OCP will continue to identify and where feasible implement enhancements that facilitate more efficient use of the PASS and related applications. OCP will leverage technology to create a bestin-class contracting and procurement process that is efficient and transparent. OCP will identify whether additional support or training is needed for the effective use of applications, and where necessary update its business processes, data collection and coding.
Complete to Date: Complete
Status Update: The Procurement Workload Dashboard has been designed as a resource management tool. It helps ensure workload allocation considers complexity and implementation timelines. Real time data population gives managers current information on open requisitions and aging for prompt decision-making.

Title: Web site system enhancements
Description: OCP will improve upon the District mandates for transparency by timely posting of signed contract award documents to OCP Internet site. A new OCP Intranet site will be launched to include all Procurement related documents which will be easily accessible by procurement staff.
Complete to Date: Complete
Status Update: With completion of the design and set-up of the large and mission critical dashboard, acquisition planning portal, workload management dashboard, and the automated DC Supply Schedule application, OCP has important tools that support procurement management and reporting. The additional

capacity to coordinate and track procurements, at each processing stage, helps OCP remain apprised of progress and constraints that could impede timely contracting. Technology improvements support procurement efficiency

Title: Standardized HR policies and procedures

Description: OCP will develop agency policies which will provide step-by-step processes addressing Human Resource life cycles including recruiting candidates, orientation and career planning, retention, rewards and recognition, performance management, training opportunities, onboarding, off-boarding and employee /labor relation issues. The efficiencies of the process will be enhanced by the alignment with the OCP mission, strategic plan and goals; this should promote greater employee performance and minimize turnover.

Complete to Date: 75-99%

Status Update: The agency Telework/AWS policy has been completed and is fully operational as of July, 2016. The OCP Awards and Recognition Program policy is in the developmental stage

If Incomplete, Explanation: Staff attrition and revised agency priorities decreased the focus of this initiative.

Title: Management training

Description: In cooperation with DCHR Center for Learning, OCP's Resource Management division will oversee required management training for all OCP managers. Although managers often possess important and relevant credentials, specific training in how to be an effective manager has never been a distinct requirement. OCP will work with managers through training, coaching, and job-aides to strengthen capacity to lead staff development, productivity and efficiency, change management, and conflict resolution.

Complete to Date: 75-99%

Status Update: The recruitment and onboarding workshops are in the finalizing stages. The onboarding workshop has been impeded by the current ticketing system which is not capturing and transferring data adequately. A system upgrade will significantly aid the design of the onboarding workshop.

If Incomplete, Explanation: Resources were re-directed to revised agency priorities.