Office of Contracting and Procurement FY2021

Agency	Office of Contracting and Procurement

Agency Code PO0   **Fiscal Year** 2021

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.

2021 Accomplishments

Accomplishment	Impact on Agency	Impact on Residents
In FY 2021, OCP developed and released 14 dashboards and several dozen reports in an effort to improve the use data analytics to make better decisions about OCP operations. For example, OCP launched dashboards to provide insight into: (1) the District's response to the COVID-19 public health emergency; (2) the management and oversight of OCP's personnel management, purchase card program, and local budget; (3) the assignment and status of requisitions; (4) customer service feedback from a vendor and client agency survey.	The agency is making better informed decisions through the use of new dashboards and reports. This has been evidenced in the agency's use of dashboards and reports to better inform the procurement of PPE in support of the District's response to the global pandemic, in addition to the agency having new insight into customer feedback and performance so that leadership can identify and prioritize improvements to agency operations, systems, and financial forecasting.	The most significant impact on District residents is the use of data analytics to better inform the District's response to the COVID-19 public health emergency. OCP is using this information to monitor the status of the District's supplies (such as Personal Protective Equipment, "PPE"), and developing forecasts to estimate when to order more supplies, and in what quantities.
Since the start of the pandemic in March 2020, OCP has played a major role in the District's response to COVID-19. By procuring the necessary supplies, services, and equipment, OCP assisted various government agencies in their missions to serve and protect the residents of the District of Columbia. Types of supplies and services procured include PPE, hotel for quarantines, medical services, staffing services, equipment for testing and vaccination sites, transportation services, etc.	Since the start of the pandemic, OCP procured over $466 million of supplies, services and equipment for the District Government to support the COVID-19 response. Of those, about 32.7% was spent through CBE businesses and another 18.9% on non-CBE District businesses.	With the increased work of OCP during the pandemic, DC residents were able to receive various government support throughout the COVID-19 pandemic. Additionally, with OCP procuring supplies, services, and equipment from CBEs and non-CBE District business, OCP has spent about $240.8 million on the local economy.
In FY 21, OCP executed $6.8M in auctions. The agency continued to leverage its partnerships with key agencies such as OCTO, OCFO, DGS, DPW and MPD to acquire valuable assets that had reached their maturity in terms of usage by the District but are highly valued to buyers across the world. The auction site had a total of 2.7 M hits or visits from potential buyers. The top selling items are used government vehicles, laptops, desktops, and tablets. Additionally, OCP realized $7.8M in reutilization efforts by redistributing District furniture and other resources to agencies before making new purchases.	OCP continues to partner with key agencies like OCTO and OCFO, which allows OCP to leverage the latest technology to train our key OCP staff on the best industry practices involving asset management to include receipt, deployment, tracking, and eventual disposal for revenue to the District. Additionally, OCP has built a solid relationship with the GSA and other federal agencies with allows the District opportunities to obtain first view of federal surplus property that can be used in the District agencies to support their missions. For example, OCP acquired two mobile command vehicles from the Department of Homeland Security which are now deployed to DC Health to support COVID operations and DPW to support Snow Emergency operations. OCP was able to save over $500K by obtaining these vehicles through surplus property.	OCP continues to demonstrate to the public a transparent method of District assets with the online auction platform. The platform allows residents to not only bid on District auctions, but allows them to see the auction open, number of bids, auction closing price. This process results in additional revenue to the District's general funds and further demonstrates a transparent accounting of government assets. Further, with the reutilization program, OCP is saving the District millions of dollars by prolonging the useful life of District assets. Additionally, OCP has 150 District-based non-profits that are certified to participate in the Surplus Property program.

2021 Key Performance Indicators

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
1 - Improve the quality and cost efficiency of procured goods, services and construction. (1 Measure)											

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of contractor performance evaluations that are completed	Quarterly	New in 2020	49.7%	80%	55.7%	55%	54.9%	87.3%	60.5%	Unmet	While the year end target was not met, OCP was able to improve its FY 21 year end percentage by about 11 percentage points. This past fiscal year, OCP recently hired new performance professionals that are producing regular reports and sharing them with management to improve performance. Moving forward, OCP will produce regular reports to Agency Directors, Deputy Mayors, and the ACA on outstanding contractor performance evaluations.
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	Quarterly	75.6%	62.1%	100%	93.4%	87%	92.6%	87.4%	90.8%	Nearly Met	While the year end target was not met, OCP was able to improve its FY 21 year end percentage by about 30 percentage points. This past fiscal year, OCP recently hired new performance professionals that are producing regular reports and sharing them with management to improve performance.
Percent of client agencies that are satisfied with OCP services	Annually	New in 2020	60.5%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	57.58%	Unmet	In FY 21, OCP developed a new simplified customer survey that was released in Q4. The survey is a work in progress that is currently sent to Contract Administrators. Going forward, OCP will expand the audience to client agency leadership and program managers.
5 - Promote industry engagement to ensure that the District procurement system is understood and transparent to industry and the residential community. (1 Measure)											

Measure	Frequency	FY 2019 Actual	FY 2020 Actual	FY 2021 Target	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual	Was 2021 KPI Met?	Explanation For Unmet KPI
Percent of industry partners that are satisfied with OCP services	Annually	New in 2020	73.6%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	63.01%	Unmet	In FY 21, OCP developed a new simplified customer survey that was released in Q4. The survey is a work in progress and had a limited response rate. Going forward, OCP will develop strategies to expand the response rate as this is only roughly 1% of the District's industry partners.

▼ 2021 Workload Measures

Measure	FY 2019 Actual	FY 2020 Actual	FY 2021 Quarter 1	FY 2021 Quarter 2	FY 2021 Quarter 3	FY 2021 Quarter 4	FY 2021 Actual
1 - Property Revenue Generation (1 Measure)							
Amount of revenue generated from surplus property (in millions)	$4	$1.5	Annual Measure	Annual Measure	Annual Measure	Annual Measure	$6.8
1 - Purchase order processing (3 Measures)							
Total number of contracts awarded	1262	1019	346	223	217	135	921
Total value of purchase orders awarded to CBE contractors (in millions)	$2168.8	$1371.6	$522.4	$232.6	$282.3	$381.5	$1418.8
Total dollar value of contracts awarded (in millions)	$3476.4	$3950.3	$3625.6	$1257.7	$339.5	$353	$5575.8

▼ 2021 Operations

Operations Title	Operations Description	Type of Operations
1 - Improve the quality and cost efficiency of procured goods, services and construction. (16 Activities)		
Improvement of Procurement Automated Support Sysyem (PASS) functionality	Process Engineering	Key Project
Vendor Record Maintenance Service	This is a system to track set-up and changes to vendor accounts.	Daily Service
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
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
Contracting Officer Scorecard	This is an audit output identifying the compliance rating for each contracting officer.	Daily Service
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
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
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

Operations Title	Operations Description	Type of Operations
Management Training	OCP's Resource Management division oversees required management training for managers, in cooperation with DCHR Center for Learning.	Daily Service
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.	Daily Service
Contractor Performance Evaluation	The focus of this operation is to sustain a well-defined contractor performance evaluation system.	Daily Service
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
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
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
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
Purchase order processing	This represents the number and value of purchase order workload for procurement personnel.	Daily Service
2 - Improve planning and forecasting to support strategic business decisions in procurement. (2 Activities)		
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
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)		
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)		
Workload Management System	This is a planned comprehensive information management tool to provide timely details on workload, resource allocation and productivity.	Key Project
Update Polices	OCP General Counsel Provides oversight for OCP policies and procedures.	Daily Service
Audit Committee	In order to align management decisions with audit functions, a specific audit committee has been formed.	Key Project
Performance Dashboard	The Dashboard provides a more efficient mechanism for data analysis.	Key Project
Records Management	OCP maintains an on-going monitoring, oversight and records management training for all umbrella agencies.	Daily Service
Transparent awards	OCP publishes/posts newly awarded and active contracts $100,000 and above on the OCP web site for public access.	Key Project
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
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)		
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

2021 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Implementation Tracking for Large and Mission Critical Procurements (2 Strategic initiatives)				

Strategic Initiative Title	Strategic Initiative Description	Completion to Date	Status Update	Explanation for Incomplete Initiative
Acquisition Planning and Strategic Sourcing	In FY21, OCP contracting professionals will support client agencies under severe resource constraints and with an unprecedentedly high workload. Specifically, the FY21 Acquisition Plan projects an increase of $500 million in new requirements over the FY20 plan. Additionally, over $250 million in new contracts will be managed by OCP due to the exigencies of the COVID-19 pandemic. At the same time, OCP will be operating with 11.5% fewer staff (31 fewer employees). In order to meet the District's requirements with fewer resources, OCP will systematically review acquisition plans for opportunities to leverage economies of scale while maintaining quality such as targeting particular commodities for strategic sourcing, encouraging client agencies to cooperate on requirements, reworking requirements with clients, and finding innovative ways of engaging the vendor marketplace. Success will be measured by OCP's ability to execute the acquisition plans.	Complete	OCP has engaged all client agencies with all projected procurements for FY21. The team has resolved those actionable procurements throughout the fiscal year. If procurements were not resolved it was due to funding issues with the client agency.	
Implementing the District's Strategic Logistics Center	OCP will lead an unprecedented expansion in overall District warehousing and surplus property operations due to the COVID-19 pandemic. To support the supply chain needs of the pandemic, the District's surplus property warehouses were expanded from 20,000 square feet to 250,000 square feet. OCP will ensure timely, efficient operations, planning, and logistics. This will be accomplished by employing a data-driven approach in the five centrally managed District warehouses to support effective management and enhanced processes for purchasing, receiving, issuance, and further distribution.	Complete	OCP continues to process improvement, logistical coordination, safe workplace provisions, and overall supply of PPE needs to all District agencies via the Strategic Logistics Center (SLC). OCP has rededicated its efforts to customer services and wrap-around responsiveness to our client agencies by refreshing the QuickBase training and PPE selection process for agencies' return to work representatives. Additionally, OCP reconstituted the PPE quality assurance, inspection and authentication of incoming orders to ensure District agencies continue to receive the highest quality of PPE from vendor sources. OCP with HSMEA and OCFO to successfully submit over $330M of documentation for FEMA reimbursements. to date the District received $277M in federal reimbursements. The surplus property has contributed $6.8M in revenue to the general fund from on Online Auctions. The purchase card team secured $2.789M in rebate funds that have been deposited into the general fund.	
Improvement of Procurement Automated Support Sysyem (PASS) functionality (1 Strategic Initiative)				
Improvements to the District's Enterprise Contract Management System	OCP is improving the District's enterprise contract management system, the Procurement Automated Support System (PASS), related business processes, and training for the 15,000 private sector and 3,000 District government users of the system. These improvements will incorporate the lessons learned from the initiative to move the system software to the Cloud, the funding of which has been placed on hold due to COVID-19. Planned improvements include (1) Shifting towards a fully paperless environment including incorporating funding and scopes of work digitally and operationalizing e-signatures (2) Streamlining and standardizing business processes to optimize procurement acquisition lead time and ensure consistency across contracting teams, (3) Improving the management of data and analytics within the system to provide reporting that allows District leaders to understand and make better decisions about their contracts under management (such as PALT), and (4) Upgrading security.	Complete	OCP successfully completed this initiative. The agency shifted towards a fully paperless environment by expanding the use of e-signatures and digitizing Council packages; streamlined and standardized business processes by starting to incorporate recently developed business process workflows into training and policies and procedures documents; improved data and analytics by developing and releasing multiple dashboards, such as a new dashboard to analyze OCP customer service survey results in addition to completing interviews with key OCP executives to identify and prioritize the development of future dashboards and reports; and worked closely with OCTO to coordinate security improvements to the Procurement Automated Support System, which are scheduled to be released in early FY 2022.	
Small Business Enterprise (SBE) / Certified Business Enterprise (CBE) Subcontracting Compliance (1 Strategic Initiative)				
Sustainability of the COVID-19 Response	OCP will continue to lead the District in procurement and contracting needed to support the massive, sustained, and rapidly changing requirements stemming from the COVID-19 pandemic. OCP will work with client agencies, particularly in emergency management, health, human services, and public safety to meet expanding emergency requirements. While expanding the provision of emergency services and supply chain requirements, OCP will continue to engage the CBE community, including in Wards 7 and 8. In addition, OCP will further increase its support for the COVID-19 response by enhancing the COVID procurement website as well as special public notifications (e.g., through social media) to aid in sustaining the District's response capabilities. As lead procurement authority in the District, OCP will continue to provide guidance and promote consistency in procurement practices across District agencies, including those independent of OCP's procurement authority, through our Best Practices Forum.	Complete	OCP has been heavily engaged in the COVID19 Emergency vendor management, sourcing, procurements and contracts actions, budgeting, warehousing and distribution throughout the pandemic.	