

Office of Contracting and Procurement FY2016

Agency Office of Contracting and Procurement

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.

2016 Objectives

FY16 Objectives

Objective Number	Objective Description
BUSINESS RESOURCES and SUPPORT SERVICES (1 Objective)	
1	Expand the revenue generating capacity of the Personal Property and Surplus program.
LEARNING and DEVELOPMENT (1 Objective)	
1	Improve the skill and proficiency of procurement professionals through a District-specific certification program.
OFFICE of the GENERAL COUNSEL (2 Objectives)	
1	Provide current regulatory information to OCP procurement personnel.
2	Respond to Freedom of Information Act (FOIA) requests in a timely manner.
OPERATIONS (3 Objectives)	
1	Increase compliance with District procurement laws and regulations by implementing targeted expansions to the Audit and Compliance Program.
2	Increase P-Card use as a procurement vehicle.
3	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 (6 Objectives)	
1	Improve the Acquisition Planning Process
2	Consistent with procurement reform efforts, analyze the District's procurement portfolio and methodologies to further identify opportunities for transparency and greater efficiency.
3	Complete all procurements as efficiently as possible and in accordance with validated implementation plans.
4	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.
5	Further support sustainability objectives through the management and administration of the Sustainable Purchasing Program (SPP).

6	Manage the Procurement Accountability and Review Board
PROCUREMENT TECHNOLOGY (2 Objectives)	
1	Use technology and process enhancements to support the Procurement Reform Initiative
2	Provide better transparency and compliance with governing laws and policies by making required documents available in a timely manner via the website.
RESOURCE MANAGEMENT (1 Objective)	
1	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.

2016 Key Performance Indicators

Measure	Division	Frequency of Reporting	FY 2013	FY 2014	FY 2015	FY 2015 Target	FY 2016 Target
1 - 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. (1 Measure)							
Time of filled vacancies from the request to onboarding		Quarterly			60		60
1 - Expand the revenue generating capacity of the Personal Property and Surplus program. (4 Measures)							
Amount of revenue generated from surplus property (in millions)		Quarterly	3.8	3.9	4.2		3.9
Number of certified non-profits using SPD program		Annually	65	65	85		80
Number of agency property officers (APOs) trained on the federal reutilization website; GSAXcess.gov, its enhancements and OCP surplus property policies and procedures.		Annually		31	40		50
Amount of cost avoidance realized through re-utilization of surplus (in millions)		Annually		4	9.53		4
1 - Improve the skill and proficiency of procurement professionals through a District-specific certification program. (2 Measures)							
Percent of Procurement staff completing the certifications courses.		Annually				26	45
Procurement personnel completing the Foundations Course		Annually					60
1 - Increase compliance with District procurement laws and regulations by implementing targeted expansions to the Audit and Compliance Program. (3 Measures)							
Number of reviews and audits		Quarterly	241	121	178		121
Percent of Contracting Officers with Delegated Authority who are audited.		Annually	100	100	100		100
Percent of Comprehensive Annual Financial Report and Single Act Report deficiencies remediated within a year of the audit period.		Annually		60.8			100

1 - Use technology and process enhancements to support the Procurement Reform Initiative (4 Measures)						
Automate procurement workload management system		Annually				0
Percent of total number of issues resolved for all customers within eight business hours		Quarterly				95
Vendor record maintenance updates approved within twenty-four business hours		Quarterly				90
Percent of responses to all IT support tickets created within two business hours		Quarterly				95
2 - Consistent with procurement reform efforts, analyze the District's procurement portfolio and methodologies to further identify opportunities for transparency and greater efficiency. (3 Measures)						
Achievement of Small Business Enterprises (SBEs)/Certified Business Enterprises (CBEs) subcontracting mandate for contracts over \$250,000		Quarterly				100
Percent of Active contracts in excess of \$100,000 published in PASS		Quarterly				90
Total value of purchase orders awarded to CBE firms (in millions)		Quarterly		279.8		317
2 - Respond to Freedom of Information Act (FOIA) requests in a timely manner. (1 Measure)						
Percent of FOIA requests responded to within the statutory timeframe of fifteen business days.		Quarterly				90
3 - 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. (1 Measure)						
DPA agencies integrated into OCP centralized contract file management system for consistent records management		Quarterly				3
4 - 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. (1 Measure)						
Percent of 1% fee collections due from the District of Columbia Supply Schedule (DCSS)		Annually				100

2016 Workload Measures

Measure	Frequency of Reporting	FY 2013	FY 2014	FY 2015
Workload Measure (2 Measures)				
Total number of purchase orders processed through OCP in the Procurement Automated Support System (PASS).	Quarterly	8,279	8,566	8,519
Total value of purchase orders processed by OCP in the Procurement Automated Support System -PASS (in millions)	Quarterly	1,353	1,238	1,415

2016 Initiatives

Objective Number	Objective Title	Initiative Number	Initiative Title	Initiative Description
BUSINESS RESOURCES and SUPPORT SERVICES - 1 (3 Initiatives)				
1	Revenue generation	1.1	Maximize utilization of the online auction platform	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.
1	Revenue generation	1.2	Train agency property officers	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.
1	Revenue generation	1.3	Implement an enhanced surplus property system to support re-utilization and cost avoidance.	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.
TOT				
LEARNING and DEVELOPMENT - 1 (1 Initiative)				
1	Improve skill and proficiency	1.1	Implement certification and procurement foundation training	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.

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OFFICE of the GENERAL COUNSEL - 1 (1 Initiative)

1	Current regulatory information	1.1	Issue updated standard contract provisions	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.
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OFFICE of the GENERAL COUNSEL - 2 (1 Initiative)

2	FOIA response	2.1	Improve FOIA response time for public record requests	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.
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OPERATIONS - 1 (1 Initiative)

1	Increased compliance	1.1	Risk-based internal auditing	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.
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OPERATIONS - 2 (1 Initiative)

2	Increased P-Card use	2.1	Optimize P-Card use across District procurement operations	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.
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OPERATIONS - 3 (3 Initiatives)

3	Lifecycle contract records management	3.1	Contract file access and management controls	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.
3	Lifecycle contract records management	3.2	Records management guidance to procurement personnel	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.
3	Lifecycle contract records management	3.3	Annual records disposal program	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.

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PROCUREMENT - 1 (2 Initiatives)

1	Acquisition Planning	1.1	Enhanced acquisition planning policy and procedures	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.
1	Acquisition Planning	1.2	Monitor procurement planning, coordination, and processing for awards equal to or greater than \$1M	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.

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PROCUREMENT - 2 (1 Initiative)

2	Opportunities for transparency and efficiency	2.1	Integrate audit findings into improvement plans	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.
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PROCUREMENT - 3 (1 Initiative)

3	Efficient procurements	3.1	Workload management	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.
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PROCUREMENT - 4 (1 Initiative)

4	Utilization of the D.C. Supply Schedule (DCSS)	4.1	DCSS 1% fee collection business processes	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.
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PROCUREMENT - 5 (1 Initiative)

5	Support sustainability objectives	5.1	Vendor outreach on sustainable purchasing	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.
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PROCUREMENT - 6 (1 Initiative)

6	Procurement Accountability and Review Board (PARB)	6.1	PARB reporting and monitoring	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.
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PROCUREMENT TECHNOLOGY - 1 (1 Initiative)

1	Technology and Process Enhancements	1.1	Technology support	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 best-in-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.
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PROCUREMENT TECHNOLOGY - 2 (1 Initiative)

2	Transparency and Compliance	2.1	Web site system enhancements	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.
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RESOURCE MANAGEMENT - 1 (2 Initiatives)

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1	Hiring capacity	1.1	Standardized HR policies and procedures	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 & 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.
1	Hiring capacity	1.2	Management training	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.
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