



**FY 2015 PERFORMANCE PLAN
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 purchases an average of \$1.1 billion in goods, services, transportation, specialty equipment and information technology per year on behalf of over 74 different District agencies and programs. The agency provides oversight and monitoring of agencies with Delegated Procurement Authority (DPA), contract administration support, and manages the District’s Purchase Card (P-Card) program. OCP also manages and operates the District’s surplus property program.

PERFORMANCE PLAN DIVISIONS¹

- Resource Management
- Procurement
- Operations
- Office of the General Counsel
- Procurement Technology
- Business Resources and Support Services
- Training
- Agency Management²

AGENCY WORKLOAD MEASURES

Measure	FY 2012 Actual	FY 2013 Actual	FY 2014 Actual
Total number of purchase orders processed through OCP	7989	8279	8566
Total dollar amount purchased by OCP (in millions)	\$1260	\$1353	\$1238
Total dollar amount awarded to CBE firms ³ (in millions)	\$ 155	\$ 211	\$ 217

¹ The Performance Plan Divisions were established for FY 2015. Administration and Support and the Office of Procurement Integrity and Compliance (OPIC) which existed in FY 2014 are now incorporated within the Operations Division and four other Divisions have been established, Business Resources and Support Services, Training, Resource Management and the Office of the General Counsel.

² The initiatives and objectives for Agency Management are embedded within initiatives and objectives of the entire agency and involve cross-cutting functions. Agency management includes the Chief Procurement Officer (CPO), the CPO’s Executive Assistant, the Public Information Officer (PIO) and the Freedom of Information Act (FOIA) Specialist.

³ This amount represents those purchase orders in PASS, for OCP Agencies, where the supplier was identified as a Local, Small, and Disadvantaged (LSDBE) Enterprise. District law mandates that 35% of the dollar value of contracts over \$250,000 [with certain exceptions] be subcontracted to LSDBE firms as well. The number and value of these subcontracts, while significant, is not captured by PASS.



Procurement Division

SUMMARY OF SERVICES

The Procurement Division for OCP acquires goods and services on behalf of District government agencies under the authority of the Chief Procurement Officer, in accordance with the Procurement Practices Reform Act, District Code, and the 27DCMR. In FY 2014 OCP dramatically altered its organizational structure and expanded its staff by 41 FTEs as it rolled out the Delegated Procurement Authority (DPA) procurement reform initiative. Whereas previously, procurement staff resided at OCP headquarters and focused on single commodities, OCP staff now are embedded in the agencies they service to improve communication, efficiency, and customer satisfaction. As the DPA's full impact is realized throughout FY 2015, the Procurement Division's staff will continue to be guided by industry best practices, the highest level of customer service, and the efficient, effective and economical expenditure of public funds.

OBJECTIVE 1: Complete all procurements, from small purchases to complex Requests for Proposals (RFPs), as efficiently as possible.

INITIATIVE 1.1: Reduce unplanned procurements.

In FY 2014 OCP continued efforts to execute upon Directive 1100.00 which stipulates that every agency must submit an acquisition plan for the approaching fiscal year using the PASS Acquisition Planning Tool (OAPT). In accordance with the Acquisition Planning Directive, agencies are required to participate in a Procurement Review Meeting with OCP staff and then enter planned procurements into the OAPT. This process allows OCP to gather basic information such as the commodities that agencies intend to purchase, the approximate quantity of products or services to be purchased, and other basic facts such as whether the product is environmentally preferable and when the purchase is likely to take place.

The required use of the OAPT tool will help agencies to better prepare solicitation documents in a timely fashion, while giving OCP the ability to allocate procurement resources more strategically. Because OAPT submissions can now be tracked in PASS, in FY 2015 OCP intends to track how many procurement actions were submitted in accordance with established procurement plans, and the number of procurements that were initiated and executed outside of the planning process. FY 2015 will serve as a baseline for future procurement planning data. It is OCP's belief that the mandatory use of the OAPT and the presence of deployed procurement staff within agencies will help to reduce unplanned procurements thereby allowing for more efficient use of resources and fewer delays in the procurement process.

Completion Date: September 30, 2015

INITIATIVE 1.2: Increase the utilization of term contracts. In FY 2015, OCP will continue a multi-year initiative to increase the use of term contracts. Term contracts are an efficient and cost-effective method for buying goods and services where there is a frequent or widespread need coupled with unpredictable yet considerable volume. The establishment and use of term contracts is a procurement best practice consistent with



27DCMR §2416.1. OCP defines term contracts to include all Requirements and Indefinite Quantity contracts. This definition encompasses District of Columbia Supply Schedule (DCSS) contracts. DCSS contracts provide even greater benefits because they reflect the pricing used by the General Service Administration (GSA). As a result, DCSS contracts reduce costs, while simultaneously engaging the small and local business community. **Completion Date: September 30, 2015**

OBJECTIVE 2: Improve post-award accountability of key procurement stakeholders including procurement staff, contract administrators and District contractors.

INITIATIVE 2.1: Increase utilization of the Contracts Module. OCP will fully utilize the capabilities of the Contracts Module, which is the repository for awarded contracts in the Procurement Automated Support System (PASS). After award, procurement staff populates and publishes a contract in the PASS Contracts Module. Once a contract is published, the designated Contract Administrators (CAs) receive automated e-mails that link them directly to the corresponding electronic performance evaluations (E-Vals). Similarly, a published contract creates automatic reminders for designated procurement staff to exercise option years, and maintain other critical and time-sensitive requirements of the contract.

In FY13, OCP issued several directives requiring that all contracts be loaded into the Contracts Module, and in FY 2014 OCP worked with staff to ensure that needed training was provided to ensure proper usage of the system. Though tremendous progress was made in FY 2014 to indoctrinate staff in the use of the Contracts Module, OCP views the existence of even one unpublished contract as unacceptable⁴. In FY 2015, OCP will regularly review all contracts in the Contracts Module to ensure the contract status is accurate and that automated procedures linked to the Contracts module are working properly, with a goal of achieving 90% compliance within the fiscal year. **Completion Date: September 30, 2015**

INITIATIVE 2.2: Improve the number of contracts that receive automated E-vals by virtue of being properly “Published” in the Contracts Module and improve the rate at which Contract Administrators (CA) complete contract evaluations received from the automated E-val system.

Post-award oversight of contractors is of vital importance to District operations, and does much to preserve the trust between government employees and the tax payer. Therefore, it is imperative that all awarded contracts receive consistent and rigorous reviews of contractor performance. The District’s ability to regularly evaluate contracts via the automated E-val system is directly connected to the District’s ability to accurately and consistently utilize the Contract’s Module. Contracts only receive automated E-vals if they are tied to a fully “Published” contract. Therefore, initiative 2.2 is directly tied to initiative 2.1. OCP’s efforts to ensure 90% of its contracts are published, influences how many

⁴ OCP can only track contracts for which a contract workspace has been created.



contracts will receive an automated E-val. While published contracts are a prerequisite to ensuring post-award oversight of contracts, it is equally important that Contract Administrators who receive E-vals complete them in a timely fashion. In FY 2015, OCP will report on the rate at which CAs complete automated E-vals for contracts under their purview. In light of the relatively recent roll out of the Contracts Module, and its direct connection to CA completion of E-vals, this will be the first year that these numbers are included in OCP's KPIs.

Completion Date: September 30, 2015

OBJECTIVE 3: Increase revenue generated and collected by the District.

INITIATIVE 3.1: Increase revenue generated by the District of Columbia Supply Schedule (DCSS) – 1% Discount Fee.

Any vendor who resides on the DCSS must pay the District a "Discount Fee" equal to 1% of total dollars spent against the contract on a monthly basis. In FY 2014, OCP redoubled efforts to track and pursue vendors who fail to make a monthly payment. A dedicated OCP employee now aggregates invoice spend against the DCSS and issues warnings and delinquency notices to any vendor who fails to make its payment. In FY 2015 OCP will continue to dedicate resources to this task. Vendor awareness of new enforcement mechanisms should bolster efforts and result in stronger collections in FY 2015.

Completion Date: September 30, 2015

OBJECTIVE 4: Use the District government's purchasing power to support sustainability objectives and serve as model to other large institutions in the District (Sustainable DC Plan Actions Food 3.6, Jobs and the Economy 1.3, and Waste 2.1).

INITIATIVE 4.1: Increase government and institutional procurement of local foods (Sustainable DC Plan Action FD3.6).

In FY15, OCP will continue to work with the Office of Planning (OP), the Sustainable DC initiative, and other agency partners to research best practices and the feasibility of implementing a District local purchase program. OCP will continue to work with District programs that purchase large amounts of food to research sustainable and local best practices and opportunities. **Completion Date: September 30, 2015 and ongoing**

INITIATIVE 4.2: Use anchor institutions to create local markets for sustainable enterprises (Sustainable DC Plan Action Jobs and the Economy 1.3, and Waste 2.1).

Over the next year, OCP will participate in local and national networks to better understand its influence on local markets for sustainable enterprises. OCP will create a strategy for leveraging the District's spending power as a sustainable model for other institutions in the city and as well research best practices and the feasibility of implementing a District product stewardship program as a part of the Sustainable DC Plan.

Completion Date: September 30, 2015 and ongoing



INITIATIVE 4.3: Fully implement the District’s Sustainable Purchasing Program. (Sustainable DC Plan Actions Food 3.6, Jobs and the Economy 1.3, Waste 2.1, Governance 1.3, and Energy 1.1)

In FY 2015 OCP will roll out a best-practice Sustainable Purchasing Program which will feature the execution of the following tasks:

- Execution of a new Environmentally Preferable Purchasing (EPP) policy,
- The unveiling of sustainable specifications for 12 broad product categories, and the creation of additional sustainable specifications for high-value commodities,
- Programmatic outreach in the form of sustainable purchasing trainings and ad hoc consultations,
- Vendor outreach in the form of Sustainability Roundtables for the CBE community and a sustainable product vendor fair, and,
- DC involvement in regional and national efforts to make sustainable purchasing more accessible to institutional purchasers.

OCP efforts align with the Sustainable DC mission to make the District the healthiest, greenest, and most livable city in the nation. This will be an ongoing effort.

Completion Date: September 30, 2015

INITIATIVE 4.4: Conduct agency sustainability assessment using OCA approved criteria developed by DDOE and OP in accordance with Mayor’s Order 2013-209 (Sustainable DC Governance Goal 1, Action 1.2; Built Environment Goal 3)

Within one hundred twenty (120) days after the City Administrator approves sustainability assessment criteria developed jointly by the District Department of the Environment and the Office of Planning, OCP shall use the criteria to evaluate the sustainability of its respective operations in accordance with the requirements of Mayor’s Order 2013-209, the Sustainable DC Transformation Order, and submit to the Deputy Mayor and the Office of the City Administrator the results of the agency’s internal assessment. **Completion Date:**

April 30, 2015



KEY PERFORMANCE INDICATORS – Procurement Division

Measure	FY2013 Actual	FY 2014 Target	FY2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Number of Term Contracts	157	160	177	175	180	180
Dollar amount of procurements using Term Contracts (in millions)	\$17.2	\$150	\$122	\$155	\$160	\$165
Percent of dollars awarded to CBE firms (operating)	15.6%	16.0%	17.73	18%	20%	23%
Percent of contracts ⁵ awarded to CBE firms (operating) ⁶	24.9%	50%	30	50%	50%	50%
Percent of unplanned procurements ⁷	N/A	N/A	N/A	5% ⁷	4%	3%
Percent of active contracts “Published” in PASS ⁸	N/A	N/A	N/A	90%	90%	90%
Percentage of completed E-vals ⁹	N/A	N/A	N/A	90% ¹⁰	90%	90%
Invoiced spend against DCSS	N/A	N/A	N/A	\$118,000	TBD	TBD
DCSS 1% Discount Fee collections	\$164,000	\$190,000	\$213,000	\$118,000	\$120,360	\$122,767

⁵ For reporting purposes, OCP defines a contract as any purchase order equal to or exceeding \$100,000.

⁶ See footnote 4. A major, but unknown portion of LSDBE spending is attributable to subcontracting, which is not captured by PASS.

⁷ FY2015 baseline estimate: An unplanned procurement is one which was not included in the fiscal year Official Acquisition Planning process.

⁸ A “Published” contract can be classified as either Published, Publishing, or as a Draft Amendment because all three statuses indicate that the contract has either been published or is being actively amended by procurement staff. There will always be a small percentage of contracts that will be in flux due to personnel changes, momentary technical issues. Contracts being tracked only reflect the awards for which a Contract Workspace has been created and for which the start date and end date designate that the contract is currently active.

⁹ All E-vals, both Interim and Final, will be aggregated including the 30, 60, 90, 180, 270 day intervals and the Final E-val. There will always be a small number of E-vals that cannot be completed in a timely manner due to personnel changes, momentary technical issues and brief training bottlenecks.

¹⁰ FY 2015 baseline estimate



OPERATIONS

SUMMARY OF SERVICES

The Operations Division provides a range of oversight, administrative, and customer servicing support for the Office of Contracting and Procurement and its customer agencies. The division contains the following activities: Procurement Integrity and Compliance, Operations Management Support, Customer Service and Communications, and Purchase Card program management and oversight.

OBJECTIVE 1: Increase compliance with District procurement laws and regulations by implementing targeted expansions to the Audit and Compliance Program.

INITIATIVE 1.1: Assess and report on goal attainment relative to initiatives and Key Performance Indicators (KPIs) detailed in the Performance Accountability Report (PAR) submitted to the Office of the City Administrator, Council and Congress.

The Office of Procurement Integrity and Compliance (OPIC) is OCP's Performance reporting liaison to the Office of the City Administrator (OCA). In this capacity, the office has several responsibilities; to help the other divisions of OCP to develop targeted and relevant performance plans and metrics, and to collect, compile and report quarterly results to the OCA. **Completion Date: September 30, 2015**

INITIATIVE 1.2: Assure the quality and sustainability of audit operations.

Sustainability of audit operations is assured through the planning, design and timely execution of a comprehensive audit plan that aligns with known and potential procurement risk factors and serves the needs of management. OPIC's FY 2015 audit plan will include periodic audits of all sole source and emergency contracts as well as, exempt from competition and DC Supply Schedule procurements. In addition, OPIC will audit the compliance of every Contracting Officer that reports to the CPO.

OPIC is OCP's liaison to the CAFR, Single, OIG and other external auditors. In this capacity, OPIC works hand-in-hand with external auditors to facilitate their efforts, researching issues, collecting and analyzing audit data. The benefits of this are improved audit outcomes and reduced impact on procurement operations staff.

The quality of audit operations is assured through rigorous adherence to Generally-Accepted Government Auditing Standards (GAGAS), combined with the hiring, retention and ongoing professional training of qualified audit staff. OPIC supervisors review all audits to ensure compliance with GAGAS prior to release.

In addition, OPIC requires that all its audit staff obtain professional audit certification as a Certified Government Audit Professional (CGAP) , Certified Internal Auditor (CIA) or Certified Public Accountant (CPA) within 1 year of their appointment, and retain their certification, via ongoing continuing professional education, throughout their tenure in OPIC. **Completion Date: September 30, 2015**



INITIATIVE 1.3: Implement and execute a pre-award Quality Assurance program to identify compliance deficiencies and ensure remediation prior to contract award. FY 2015 will mark the initiation of OPIC's Quality Assurance (QA) program. During the summer of 2014, OPIC hired four new quality assurance analysts and a manager to staff this effort. QA will differ from OPIC's traditional audit program in that QA focuses on pre-award compliance and procurement quality throughout the procurement lifecycle; while traditional audits test compliance and other audit objectives post-award. QA Analysts will also support the procurement process by offering analytic support, such as cost price analysis, if requested by Contracting Personnel. **Completion Date: September 30, 2015**

OBJECTIVE 2: Increase P-Card revenue by using the P-Card as a payment vehicle as well as a procurement vehicle.

INITIATIVE 2.1: Develop related policy and procedures for P-card program expansion. After considerable research, a policy will be drafted to establish a P-Card program which will include purchases not affected by the limits of delegated authority. Creating this capacity in the program can substantially increase revenue. **Completion Date: December 31, 2014**

INITIATIVE 2.2: Establish a cradle-to-grave roll-out of the policy. This phase will involve training, Payment-Net integration, account establishment, agency selection sampling and evaluation of the initial processes. Within six months of program implementation, an assessment of program progress will be conducted. **Completion Date: June 30, 2015**

OBJECTIVE 4: 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.

OBJECTIVE 3: Determine levels of employee and customer satisfaction with the (Delegated Procurement Authority) DPA model.

INITIATIVE 3.1: Distribute four surveys to the target audience. OCP will survey employees and customer agencies biannually to determine their satisfaction with the support and services provided from the central office. The transition to the DPA model requires opportunities for deployed staff and the customer agencies we serve to provide feedback to the central office. The survey will ask respondents to evaluate the effectiveness and efficiency of the OCP IT, support services, OPIC, Customer Contact Center, agency-wide communications, and provide suggestions to better support the needs of the target audience. The Customer Contact Center staff will facilitate the survey process to include: driving participation; providing logistical support; assembling the team; and gathering resources from across the agency and the District to develop the survey and analyze the results. **Completion Date: September 30, 2015**



OBJECTIVE 4: 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.

INITIATIVE 4.1: Streamline or refine access controls for greater accessibility and ease of use. In order to maintain control of physical files, it was necessary for OCP to create a process for contracting personnel to retrieve files that were no longer kept at their desks and are now in the OCP Records Management file room. Currently, OCP uses a Radio Frequency Identification (RFID) system to check-in and check-out all hard copy file requests. With the recent roll-out to the DPA agencies, it will be necessary to meet the challenge of gathering information within a reasonable time. It is critical to the business of the agency, that at any given time, records can be accessed internally and externally within a controlled systematic framework; therefore, a replicable process must be established for all DPA agencies. **Completion Date: September 30, 2015**

INITIATIVE 4.2: Utilize electronic discovery as a primary monitoring tool. An essential aspect of file maintenance includes assurance that files are complete. In collaboration OPIC's Quality Assurance team, the OCP Records Management office will be responsible for monitoring the Contract Workspace within PASS to assess utilization of that module and to determine if each contract file contains necessary documentation. The contract file checklists will be used to ascertain compliance and the agencies will be sampled through PASS by the Records Management Specialist. **Completion Date: September 30, 2015**

INITIATIVE 4.3: Establish an annual records disposal program for all agencies. The Records Management office will initiate an advisory and policy for OCP relative to contract file disposition requirements. This will be monitored on a quarterly basis to establish adherence and effectiveness. **Completion Date: February 28, 2015**



KEY PERFORMANCE INDICATORS — Operations

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Number of Procurement Integrity and Compliance reviews and audit reports	241	150	121	165	165	165
Percent of Contracting Officers with Delegated Authority Audited	21.74%	100%	100%	100%	100%	100%
Percent of identified deficiencies corrected prior to external audit ¹¹	NA	NA	NA	75%	TBD	TBD
Percent of CAFR and Single Audit Act deficiencies remediated within a year of the audit period	NA	NA	NA	100%	TBD	TBD
Number of DPA agencies assessed for compliance	NA	NA	NA	22	TBD	TBD
Percent of Customer Service quality and speed criteria achieved for all calls	N/A	95%	95%	95%	N/A	N/A
Percent of requested Contract files found in Records	NA	NA	NA	100%	TBD	TBD

¹¹ This represents seventy – five percent (75%) of identified deficiencies in the sample selected for Quality Assurance (QA). The remaining 25% are for those situations where 1) the CO accepts but declines to address the deficiency so-identified 2) the deficiency is addressed after the cutoff data for the report 3) the CO addresses the deficiency but doesn't confirm the course of action to QA and 4) the CO doesn't respond to the QA's finding in any form. A deficiency is any departure from law, contract provision, internal policy, procedure or standard that may adversely affect the cost, efficiency, effectiveness, integrity or quality of business operations, process design or internal control.



Management						
Number of customer and employee satisfaction surveys sent to evaluate the effectiveness and efficiency of OCP operating divisions.	N/A	N/A	N/A	4	N/A	N/A
The annual average employee and customer satisfaction ratings based on a 5 point scale.	N/A	N/A	N/A	4	5	TBD
Percent of Public Information Officer stories pitched resulting in media coverage	N/A	N/A	N/A	50	N/A	N/A
Number of media releases created and distributed to the appropriate media outlets	N/A	N/A	N/A	3	N/A	N/A



Business Resources and Support Services

SUMMARY OF SERVICES

This Division provides a wide range of mission-critical services to OCP divisions and the agency's customers. The division executes agency acquisitions, maintains facilities which includes risk management, and administers the OCP fleet management program. Further, this division manages the District's property disposal program and in collaboration with OCP's Procurement Division coordinates acquisition efforts during declared emergencies.

OBJECTIVE 1: Expand the revenue generating capacity of the Personal Property and Surplus program.

INITIATIVE 1.1: Increase the quality and value of surplus services by maximizing the use of the online auction platform and expanding the equipment re-utilization activities of the Personal Property and Surplus program.

For the past several years, OCP has been working to increase the quality and value of surplus services. In FY15, OCP will continue to expand the surplus property program by increasing revenue through an e-commerce marketing program, expanded in-person training for agency property officers and targeted outreach efforts to the non-profit community. This is an ongoing initiative.

Completion Date: September 30, 2015

INITIATIVE 1.2: Train agency property officers on the Federal reutilization website, GSAXCESS.gov.

OCP has collaborated with its federal partners to give District agencies access to the federal surplus property system called GSAXCESS.GOV. This web based system gives District agencies access to federal surplus property. OCP will train 40 agency property officers on the federal surplus property program and will continue its efforts to leverage federal resources that provide District agencies with less costly acquisition solutions.

Completion Date: September 30, 2015

INITIATIVE 1.3: Realize cost avoidance through re-utilization of surplus.

OCP Surplus Property helped non-profits, public schools, federal and local agencies throughout the District avoid costs by providing these entities with over two million dollars of refurbished assets in FY14. Through these sustainability efforts, over 3,000 surplus items have been re-distributed in the District. This fiscal year Surplus Property has been aggressively working with the federal agencies to increase the quality of refurbished products to be utilized by local agencies, non-profits and DC public schools.



KEY PERFORMANCE INDICATORS - *Business Resources and Support Services*

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Amount of revenue generated from surplus property (millions) ¹²	\$3.80	\$3.8	\$3.9	\$3.9	\$4.0	\$4.10
Number of certified non-profits using SPD program ¹³	65	90	85	80	85	90
Number of agency property officers trained on the federal reutilization website; GSAXCESS.gov	N/A	20	31	40	50	70
Amount of cost avoidance realized through re-utilization of Surplus. (millions)	N/A	2.0	4.0	3.0	4.0	5.0

¹² Includes all revenue generated ranging from auctions, electronic commerce, scrap and recycling profit.

¹³ Includes 17 Federal “8A” entities



Procurement Technology Division

SUMMARY OF SERVICES

The technology division provides consultative and technical support to agencies, vendors, and OCP procurement professionals, including user training and report generation. The team works closely with senior management and the Office of the Chief Technology Officer (OCTO) to implement the latest technologies to promote transparency and accountability to achieve the best results.

OBJECTIVE 1: Use technology and process enhancements to support the Procurement Reform Initiative.

INITIATIVE 1.1: Through forums, and other means, identify enhancements and new technologies to support OCP staff, Vendors and Agencies.

In FY 2014, OCP implemented significant improvements in technology to better support procurement planning; electronic sourcing, electronic vendor responses, the PASS contracts module and contract administration. In FY 2015, 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.

Completion Date: Ongoing

OBJECTIVE 2: Provide better transparency and compliance with governing laws and policies by making required documents available in a timely manner via the website.

INITIATIVE 2.1: Provide the tools and resources to distribute regulations, procedures, and processes to OCP staff, agencies and vendors via website enhancements, as well as to support new PPRA regulations.

Information distribution in a timely manner is critical to the contracting and procurement process for both internal and external customers. With ever changing regulations and procedures, information must be made available immediately to all parties via public and private networks. Information related to Procurement Practices Reform Act of 2011, must be posted and shared with the public and vendors in a timely manner. Our team will identify priorities and implement any changes to both Intranet and Internet web sites to achieve this objective. **Completion Date: Ongoing**



KEY PERFORMANCE INDICATORS – *Procurement Technology*

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Percent of total number of issues resolved from all customers within 8 business hours (HELP DESK) ¹⁴	90%	95%	94.4%	95%	95%	95%
Percent of total number of intranet and internet updates completed within 24 hours	80%	90%	90%	90%	90%	90%
Percent of vendor management approvals completed within 24 business hours	90%	90%	96.8%	90%	90%	90%
Percent of phone/email response to all IT support tickets created within 2 business hours (IT Helpdesk)	NA	NA	NA	90%	95%	95%

¹⁴ According to the FY11 ICMA Center for Performance Measurement, the mean performance for this metric is 77.1% (for jurisdictions with populations exceeding 100,000).



*Training*¹⁵

SUMMARY OF SERVICES

The Division is responsible for the delivery of a certification program, and the development, maintenance, and delivery of courses to support contracting and procurement through an educational system composed of a contracting and procurement certification program, and curricula supporting contracting and procurement.

OBJECTIVE 1: Ensure that training curriculum accurately reflects current procurement policies and procedures.

INITIATIVE 1.1 Implement systematic process for identifying changes in procurement practices and modifying training curriculum accordingly. The Training Division will work with other OCP units, including the Procurement Division and the Procurement Integrity and Compliance group, to stay abreast of trends developing in procurement, which can be translated into new learning modules or which may require adjustments to existing course offerings.

Completion Date: February 28, 2015

¹⁵ Training is a new division within the agency. OCP hired its first Chief Learning Officer (CLO) in December of 2014.



KEY PERFORMANCE INDICATORS - Training

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Percent of procurement staff trained at each tier in preparation for certification exams.	N/A	N/A	N/A	22.5%.	31.5%	46%
Number of training staff certified in adult learning methodology and the delivery of procurement curriculum at all three tiers.	N/A	N/A	N/A	3	5	7



Resource Management

SUMMARY OF SERVICES

This Division works across agency divisions and programs to assist managers with staff recruitment, retention and development.

OBJECTIVE 1: Increase accountability in hiring, retention and employee evaluation process.

INITIATIVE 1.1: Achieve 100% utilization of the DCHR Applicant Tracking System.

The District of Columbia will be activating the Applicant Tracking System in FY 2015. OCP will be required to utilize this system which will monitor and track applicants in real time for positions to be approved, posted and filled. **Completion Date: September 30, 2015 and ongoing**

INITIATIVE 1.2: Ensure management training of all hiring managers. In cooperation with the Center for Learning and Development in the District of Columbia Department of Human Resources, the Resource Management division will oversee required management training for all OCP hiring 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 plans to create a culture wherein the managers can and do contribute fully to change management, improved and effective communication, creativity and conflict resolution. **Completion Date: September 30, 2015 and ongoing**

INITIATIVE 1.3: Promote the completion of timely employee performance reviews on a quarterly basis. In FY 2015 the division will monitor the employee performance review process on a quarterly basis. The division will ensure that plans are initiated within six months of new hires and that plans for all employees are completed on schedule. Outlook alerts will be set up to remind all supervisory managers of upcoming reviews within two months prior to required completion. Ensuring that performance evaluations not only occur, but, are also clear and completed on time, will help employees maintain accountability for doing their jobs as well as motivating performance and high morale. **Completion Date: September 30, 2015 and ongoing**



KEY PERFORMANCE INDICATORS – Resource Management

Measure	FY 2013 Actual	FY2014 Target	FY2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
Average time between recruitment and hiring (days)	N/A	N/A	N/A	60	60	60
Percent of budgeted FTEs currently staffed	N/A	N/A	80%	85%	90%	95%
Percent of employee performance reviews completed on schedule	N/A	N/A	N/A	75%	85%	95%



Office of the General Counsel

SUMMARY OF SERVICES

The Office of the General Counsel (OGC) is responsible for providing legal services to the Office of Contracting and Procurement (OCP). The services include general legal advice, litigation support to the Office of the Attorney General, Freedom of Information Act (FOIA) responses, drafting of legislative and regulatory provisions, preparation and review of Council testimony, preparation of responses to Council policy initiatives and requests for information, coordinating financial disclosure statements, ethics advice dissemination, development of legally sufficient contract clauses and statutory/regulatory policy advice.

OJECTIVE 1: Provide current regulatory information to OCP procurement personnel.

INITIATIVE 1.1: Update and revise OCP’s chapters in 27 DCMR. The OGC is updating the most commonly used or significant chapters of 27 DCMR to comply with the requirements of the Procurement Practices Reform Act of 2010, the latest revisions to the Certified Business Enterprise (CBE) law, and to update terminology. **Completion Date: September 30, 2015**

OBJECTIVE 2: Respond to Freedom of Information Act (FOIA) requests in a timely manner.

INITIATIVE 2.1: Decrease the amount of time to respond to requests for public records. This represents the first time that OCP will track response time for FOIA requests. This will provide another measure for stakeholders to evaluate OCP’s commitment to ensure transparency and delivery of efficient services. **Completion Date: September 30, 2015**



KEY PERFORMANCE INDICATORS – *Office of the General Counsel*

Measure	FY 2013 Actual	FY 2014 Target	FY 2014 Actual	FY 2015 Projection	FY 2016 Projection	FY 2017 Projection
INITIATIVE Number of 27 DCMR chapters revised	Not Applicable	Not Applicable	Not Applicable	8	8	TBD
Percent of FOIA requests handled within the statutory timeframe (15 business days) ¹⁶	Not Applicable	Not Applicable	Not Applicable	80%	85%	90%

Except for unusual circumstances noted per D.C. Code § 2-532(d)