



# **OFFICE OF CONTRACTING AND PROCUREMENT**

## **FY 2022 PERFORMANCE AND ACCOUNTABILITY REPORT**

**JANUARY 15, 2023**

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# 1 OFFICE OF CONTRACTING AND PROCUREMENT

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*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.

*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.

## 2 2022 ACCOMPLISHMENTS

Accomplishment	Impact on Agency	Impact on Residents
<p>In FY 22, OCP earned a total of \$7,032,179 from all surplus property sales and reutilization activities. This includes 5,012 surplus-property auctions that generated more than \$6.9 million in revenue. The revenue was generated by leveraging partnerships with key agencies such as OCTO, OCFO, DGS, DPW and MPD to acquire and dispose assets that were in high demand worldwide. The auction site was visited more than 1.4 million times by potential buyers. Top-selling used items were government vehicles, laptop and desktop computers, and tablets. In addition, OCP earned more than \$131,000 from recycling 1.75 million pounds of metal.</p>	<p>OCP’s online auction platform is key to public-transparency efforts concerning District assets. Residents can bid on District auctions as they follow them in real time. Auctions earn additional revenue for the District’s general fund and further demonstrate transparent government-asset disposition. OCP also has 150 District-based non-profits certified to participate in the surplus property program. OCP’s reutilization program is saving District taxpayers millions of dollars by prolonging District assets’ useful life.</p>	<p>OCP continues to partner with key agencies like OCTO and OCFO to leverage the latest technology to train staff on asset-management industry best practices in receiving, deployment, tracking, and disposal. OCP has also built a strong relationship with the U.S. General Services Administration and other federal agencies, giving the District first-look opportunities for federal surplus property that District agencies can use to support their missions.</p>
<p>In FY 22, building on the lessons learned and best practices from COVID-19 emergency, OCP successfully provided timely and efficiency emergency procurement support for multiple District emergencies, such as the monkeypox outbreak and migrant services emergency.</p>	<p>With OCP’s efforts during these emergencies, DC residents and migrants were able to receive various government support throughout the declared emergencies. This includes but is not limited to rapid response for monkeypox vaccinations and needed social services for the large influx of migrants that were transported to the District.</p>	<p>With staffing resources that were set-up during the COVID-19 emergency, OCP was poised to quickly assist client agencies in providing contracting and procurement support during new declared emergencies.</p>
<p>In FY 22, Mayor Bowser established the DC Build Back Better Infrastructure Task Force, which was established to advise on priority projects to be funded through President Biden’s \$1.2 trillion Bipartisan Infrastructure Law. In support of this effort, the Chief Procurement Officer (CPO) chaired the Administration, Compliance, and Procurement Subcommittee. The subcommittee developed recommendations for the administration on changes in procurement policies and procedures to better support the District government and vendor community.</p>	<p>The timely and efficient procurement of Build Back Better projects will result in more timely and higher quality investments in information technology, public works, and infrastructure improvements for District residents. The subcommittee’s recommendations will also improve economic opportunities for historically disadvantaged communities, creating greater equity amongst DC neighborhoods and residents and overall economic growth throughout the District.</p>	<p>The recommendations identified by the subcommittee were big, creative ideas that eliminated historical barriers. The recommendations identified process improvements, systems, and resources to better support build back better projects, cement racial equity into all stages of procurement, address the climate crisis, and build resiliency.</p>

### 3 2022 OBJECTIVES

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Strategic Objective	Number of Measures	Number of Operations
Improve the quality and cost efficiency of procured goods, services and construction.	1	16
Improve planning and forecasting to support strategic business decisions in procurement.	0	2
Sustain a highly competent workforce.	0	1
Promote transparency in contracting decisions and actions to provide reliable information to all stakeholders.	2	8
Promote industry engagement to ensure that the District procurement system is understood and transparent to industry and the residential community.	1	1
Create and maintain a highly efficient, transparent, and responsive District government.	11	0

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## 4 2022 OPERATIONS

Operation Title	Operation Description	Type of Operation
<b>Improve the quality and cost efficiency of procured goods, services and construction.</b>		
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
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
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

(continued)

Operation Title	Operation Description	Type of Operation
Contractor Performance Evaluation	The focus of this operation is to sustain a well-defined contractor performance evaluation system.	Daily Service
Management Training	OCP's Resource Management division oversees required management training for managers, in cooperation with DCHR Center for Learning.	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
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 Annual Comprehensive Financial Review (ACFR) 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
Audit Deficiency Remediation	Single and Annual Comprehensive Financial Review (ACFR) 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
Improvement of Procurement Automated Support System (PASS) functionality	Enhances the District's contract management system by transitioning PASS to a cloud-based system	Key Project
<b>Improve planning and forecasting to support strategic business decisions in procurement.</b>		
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
Milestone Planning	Contract 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
<b>Sustain a highly competent workforce.</b>		
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
<b>Promote transparency in contracting decisions and actions to provide reliable information to all stakeholders.</b>		
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



(continued)

Operation Title	Operation Description	Type of Operation
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
<b>Promote industry engagement to ensure that the District procurement system is understood and transparent to industry and the residential community.</b>		
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



## 5 2022 STRATEGIC INITIATIVES

In FY 2022, Office of Contracting and Procurement had 2 Strategic Initiatives and completed 50%.

Title	Description	Completion to Date	Update	Explanation for Incomplete Initiative
Upgrade the District's Contract Management System â Phase 1	By FY 24, OCP will be making major enhancements to the contract management system by transitioning PASS to a cloud-based system. This new cloud system will be utilized by District agencies using PASS under the authority of the CPO and several agencies not currently using PASS. For this multi-year project, OCP has numerous milestones for each fiscal year leading to the launch. In FY 22, OCP will complete the following for Phase 1: establish a more stable system to support the move to the cloud by upgrading the on-premise PASS to version 9r2 in coordination with OCTO; complete a gap analysis to determine which of the District's requirements can be met by the out-of-the-box cloud system; complete proposed configuration changes so that the system can satisfy the District's requirements not met by system; a staffing plan with needed skillsets so that OCP will have adequately qualified staff to maintain the cloud system; and a training plan for staff to maintain the system over time.	Complete		Due to external issues to OCP, the District did not upgrade PASS to version 9r2 in FY22. As a result, a decision was made by OCA and OCTO to postpone the PASS upgrade to version 9r2 until after the OCFO moves to a new financial system in Q1 of FY 23. In total, OCP completed the gap analysis to determine which of the District's requirements can be met by the out-of-the box cloud system, initial configuration changes to meet the District's requirements, a draft staffing plan, and a draft training plan.

<p>Maturation of OCP's Preparations for District's Emergency Responses</p>	<p>From best practices learned from recent city emergencies, the Office of Contracting and Procurement (OCP), in coordination with HSEMA, plans to expand city preparations for various emergency scenarios. In the District Response Plan, the District Government describes 13 hazards/threats that could potentially impact the city and its residents. The Response Plan details how the city should respond to each type of scenario. OCP's role as a supporting agency is to be prepared in procuring necessary supplies and materials for the District's response efforts. Similar to snow emergency preparations, OCP will create pre-disaster contracts for 5 out of the 13 hazard scenarios in FY 22. These pre-disaster contracts will poise the District to be more prepared in responding quickly to a potential emergency.</p>	<p>75-99%</p>	<p>Along with agency partners, such as HSEMA, OCP is in the process of gathering information for pre-disaster contract development toward all-hazard response readiness. OCP has completed pre-disaster contract development for snow and pandemic emergencies. Currently, OCP is working with agency partners on 3 additional areas including, flooding, civil unrest, and fire. Ultimately OCP will produce an all hazards emergency contract guide that will be updated for contracting information to support information. This is a multi-year initiative and OCP will continue into the next fiscal year.</p>	<p>OCP is working with agency partners, such as HSEMA, to gather information for pre-disaster contract development and learning best practices from other jurisdictions.</p>
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## 6 2022 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

### Key Performance Indicators

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
<b>Improve the quality and cost efficiency of procured goods, services and construction.</b>											
Percent of contractor performance evaluations that are completed	Up is Better	63.4%	60.5%	80%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	60.3%	Unmet	OCP has created a weekly report to be shared with management that highlights weekly progress towards completing contractor performance evaluations. However, initial completion of evaluations has to be completed by Contract Administrators at client agencies. In FY 23, OCP will develop a new dashboard for client agencies to better visualize their agency's progress.
<b>Promote transparency in contracting decisions and actions to provide reliable information to all stakeholders.</b>											
Percent of client agencies that are satisfied with OCP services	Up is Better	60.5%	57.6%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	57.14%	Unmet	OCP is considering a new survey distribution schedule better increase survey distribution and return rate. The current schedule reduces the amount of time client agencies have to respond before then end of the fiscal year.

Key Performance Indicators (continued)

Measure	Directionality	FY 2020	FY 2021	FY 2022 Target	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022	Was 2022 KPI Met?	Explanation of Unmet KPI
Percent of awarded contracts over \$100,000 publicly posted	Up is Better	71.7%	90.8%	100%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	89.18%	Unmet	OCP has created a weekly report to be shared with management that highlights weekly progress towards publicly posting necessary contracts. In FY23, management will be getting weekly updates on progress made.
<b>Promote industry engagement to ensure that the District procurement system is understood and transparent to industry and the residential community.</b>											
Percent of industry partners that are satisfied with OCP services	Up is Better	73.6%	63%	75%	Annual Measure	Annual Measure	Annual Measure	Annual Measure	58.82%	Unmet	OCP is considering a new survey distribution schedule better increase survey distribution and return rate, which was less than 1% of the District's industry partners and statistically not valid. The current schedule reduces the amount of time vendors have to respond before the end of the fiscal year.

Workload Measures

Measure	FY 2020	FY 2021	FY 2022 Q1	FY 2022 Q2	FY 2022 Q3	FY 2022 Q4	FY 2022
<b>Property Revenue Generation</b>							
Amount of revenue generated from surplus property (in millions)	\$1.5	\$13.6	Annual Measure	Annual Measure	Annual Measure	Annual Measure	\$7
<b>Purchase order processing</b>							
Total value of contracts awarded to CBE contractors ( in millions)	\$1371.6	\$1418.8	\$209.2	\$242.3	\$571.8	\$452.8	\$1476.1
Total dollar value of contracts awarded (in millions)	\$3950.3	\$5575.8	\$3843.9	\$766	\$165.8	\$47.8	\$4823.5
Total number of contracts awarded	1019	921	241	194	139	82	656