



CITY OF NEW ORLEANS

ReqtoCheckSTAT

Reporting Period: April 1 – April 30th

Context

In order to deliver critical services for its citizens—such as constructing roads, rehabilitating homes, or picking up trash—the City often engages with private companies with specialized expertise. Because these and other services are so critical, Mayor Landrieu has made it a priority for vendors to be selected fairly, for contracts to be negotiated expeditiously and in the best interests of New Orleanians, and for vendors to be paid in a timely manner.

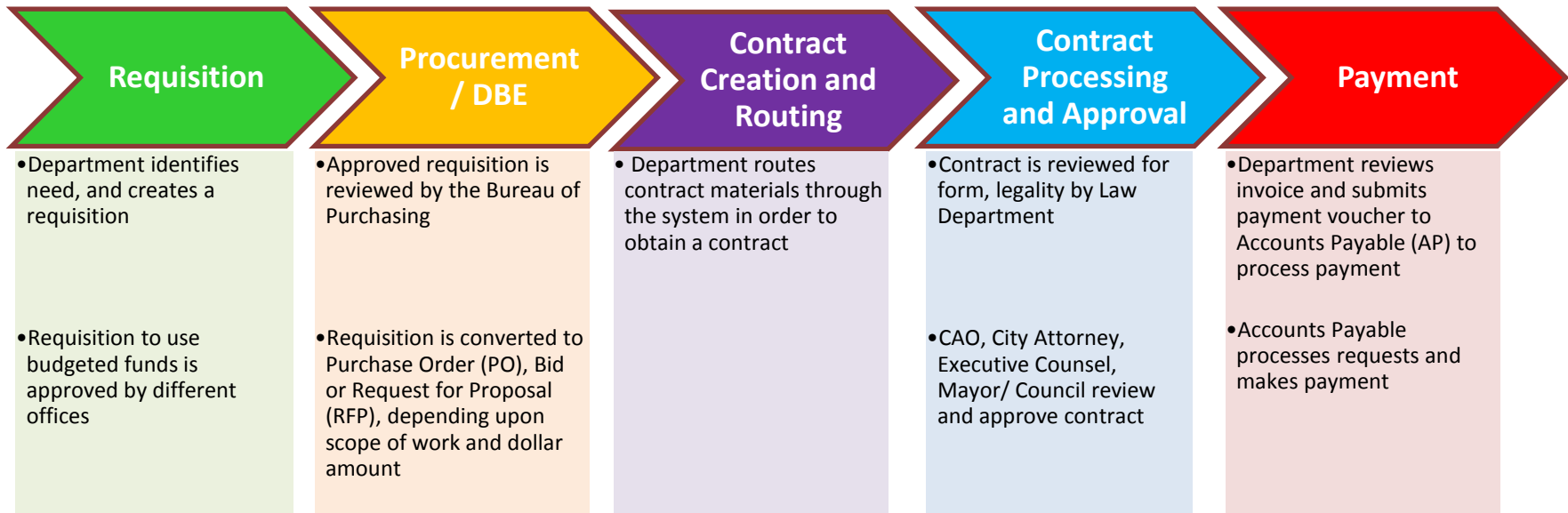
What is ReqtoCheckStat?

In order to improve the performance, accountability, and transparency of the City's contracting system, Mayor Landrieu asked the Office of Performance and Accountability to design a performance management program for the entire process of contracting out services—from the requisition of budgeted funds to the issuance of check for services rendered. The result is ReqtoCheckStat, a performance management system where key City officials review data to assess how the City is meeting its goals and to hold departments accountable for their results. ReqtoCheckStat, which takes place monthly, are working meetings, intended to provoke constructive dialogue on what is working, what is not, and what the City needs to do to improve.

Can I participate?

These meetings are open to the public. Members of the public are invited to submit questions, which will be addressed by City officials.

Procurement Process Overview*



Note: The reporting period covering the period 12.15.2011 to 1.31.2012 includes 1 ½ months of activity .

*See a more detailed process map on slide 30

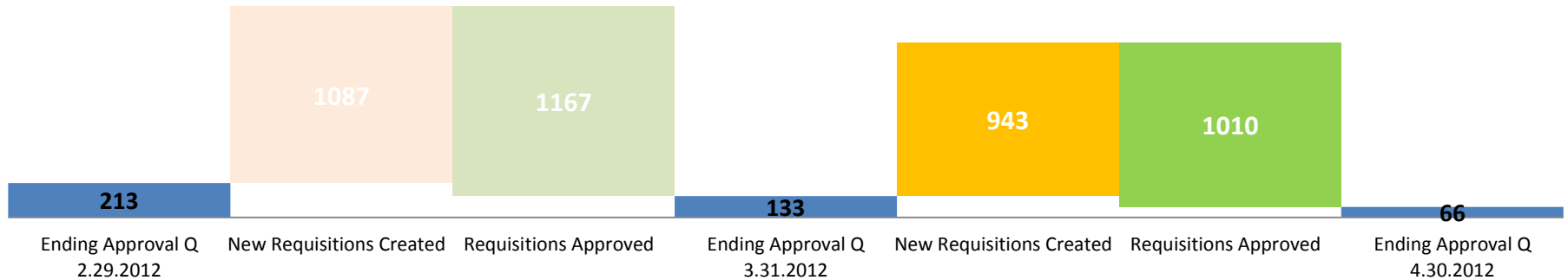


Requisition Approval

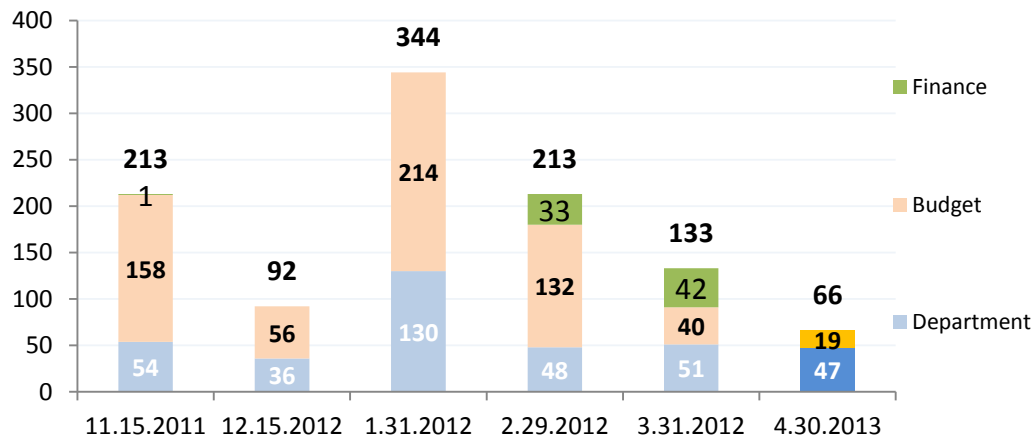
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level
- Approval Time of Requisitions

Approval Queue Continues to Decrease Reaching 66 Requisitions as of 4.30.2012

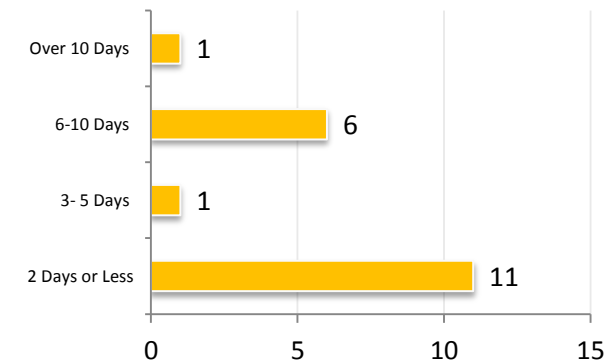
Requisition Approval Queue General Fund for Period Ending 4.30.2012



Requisitions in Q to be Approved

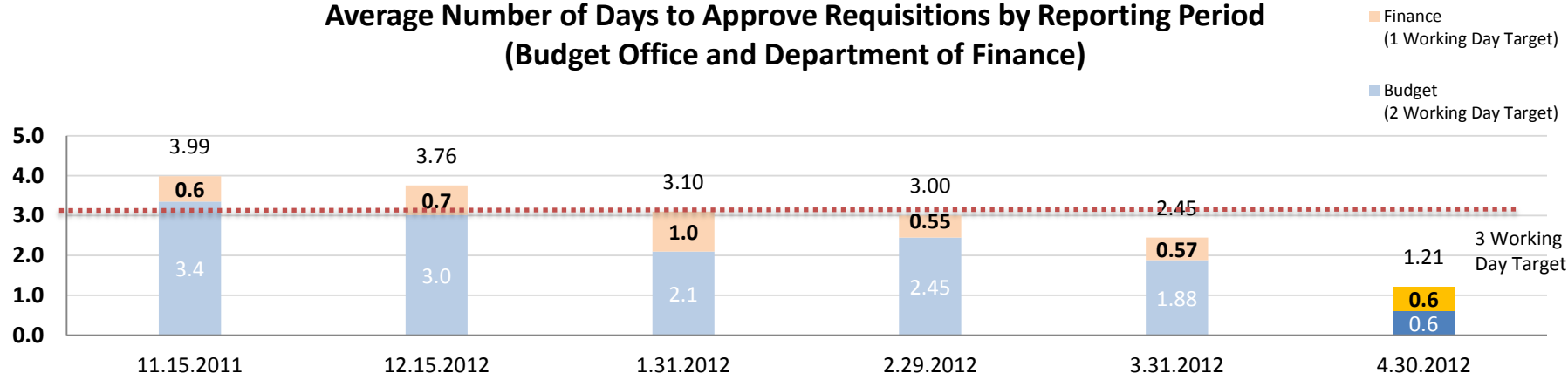


Age of Requisitions in Q Budget Office (Total 19)



Number of Days to Approve Requisitions Meeting Target

Average Number of Days to Approve Requisitions by Reporting Period (Budget Office and Department of Finance)



Budget						
	2011		2012			
Days to Approve	11.15.2011	12.15.2011	1.31.2012	2.29.2012	3.31.2012	4.30.2012
2 or less	69%	61%	71%	53%	74%	96%
3 Days	4%	6%	9%	15%	8%	3%
4-5 Days	8%	12%	9%	25%	11%	1%
6-10 Days	7%	17%	10%	7%	6%	0%
11-15 Days	7%	4%	1%	0%	1%	0%
Over 15 Days	5%	0%	0%	0%	0%	0%

Finance						
	2011		2012			
Days to Approve	11.15.2011	12.15.2011	1.31.2012	2.29.2012	3.31.2012	4.30.2012
1 or less	99%	99%	85%	99%	97%	96%
2 Days	1%	0%	7%	1%	2%	2%
3-5 Days	0%	1%	8%	0%	1%	2%
6-10 Days	0%	0%	0%	0%	0%	0%
11-15 Days	0%	0%	0%	0%	0%	0%
Over 15 Days	0%	0%	0%	0%	0%	0%

Requisition

**Procurement
/ DBE**

Contract
Creation and
Routing

Contract
Processing
and Approval

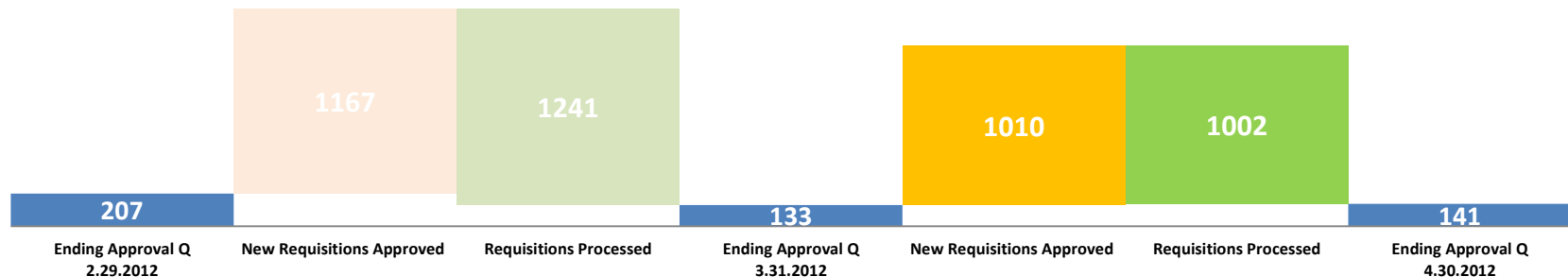
Payment

Requisition to Procurement

- Processing of Requisition by Bureau of Purchasing
- Status of Requisitions Awaiting Buyer Response
- Time to Convert Requisition to PO
- Status of Requests for Proposals
- Status of Bids
- DBE Compliance (Preliminary Data)

The Number of Requisitions in Queue Waiting to be Processed by the Bureau of Purchasing Marginally Increased to 141

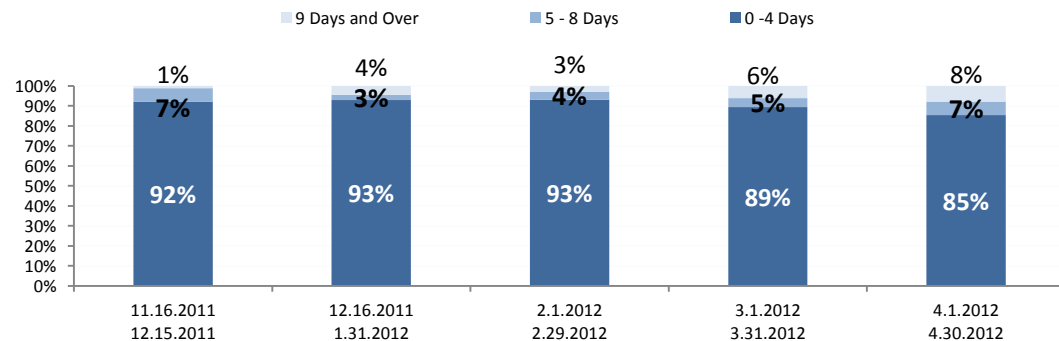
Bureau of Purchasing Requisition Processing General Fund for Period Ending 4.30.2012



Status of Reqs Awaiting Buyer Processing	
4.30.2012	
Status	Count
Awaiting Contract	77
Completed	41
Processing Procurement	14
Waiting for Support	9
Grand Total	141

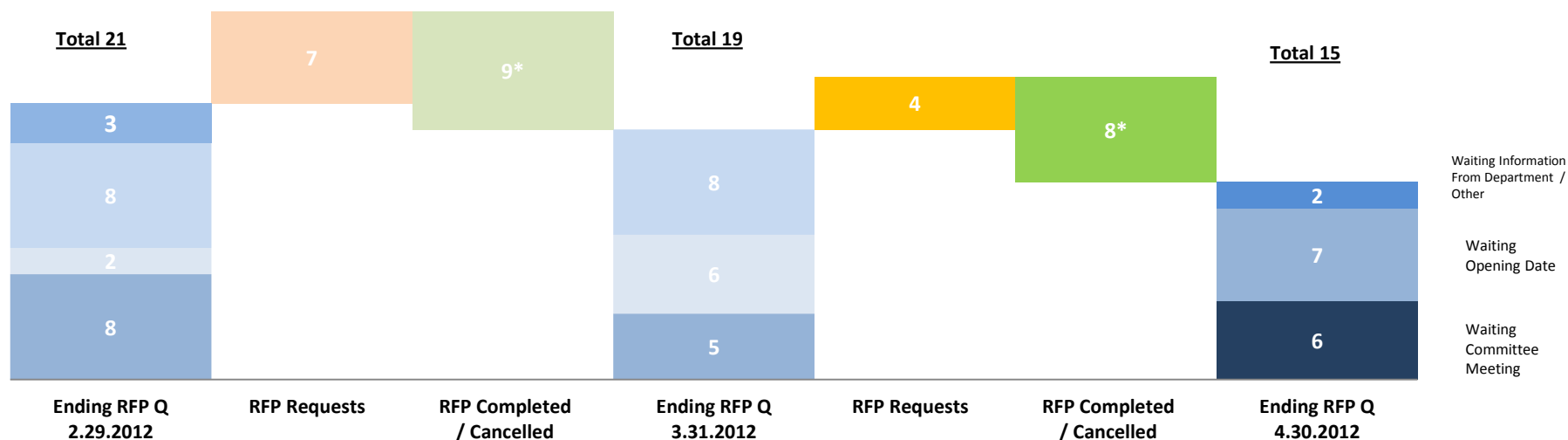
Waiting for Support	
Status	Count
Property Management	3
Econ. Development	2
Nord	1
Police	1
NOPD	1
DPW	1
Grand Total	9

The Bureau of Purchasing Processed Requisitions in Four Days or Less 85% of the Time (Average 1000 POs per month)



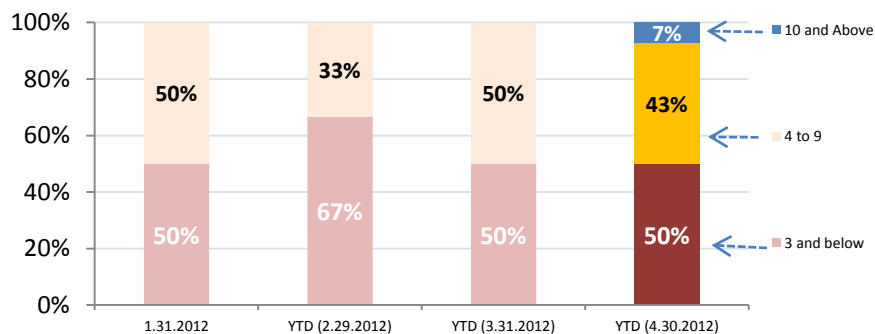
* 4.1.2012 - 4.30.2012 Includes time Req. to PO & RFPs and Bids time Req. received to time send to OIG

The Number of RFPS in Process Decreased to 15 as of 4.30.2012



* Includes cancelled RFPs for which proposals were not received

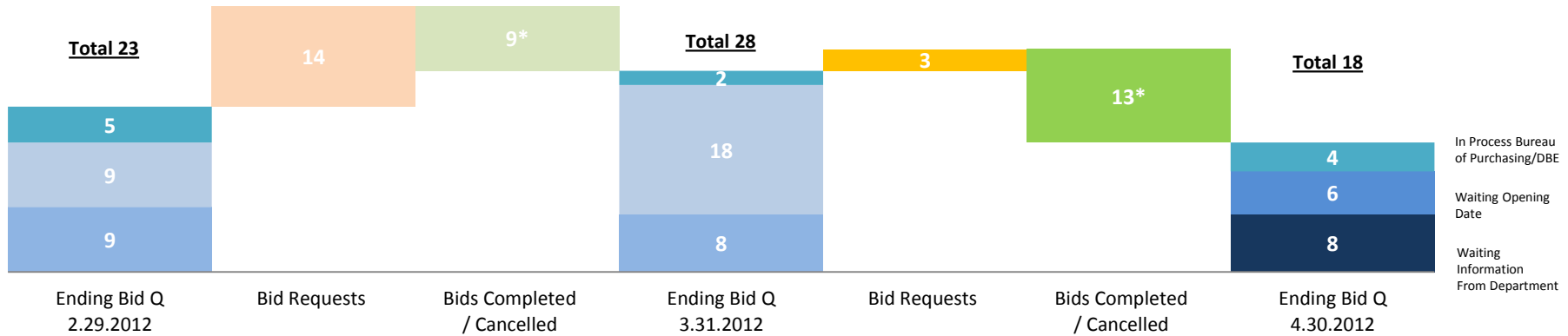
Number of Proposals Received for RFPs Completed YTD 2012 (as of 4.30.2012). YTD 14 Completed



Awaiting Committee Meeting	
Department	Brief Description
French Market Corp	Multi-Use Parking Facility
Aviation Board	Airport Pavement Index Study
Aviation Board	Land Use
OCD	Livable Neighborhoods Revitalized Corridors
OCD	NOATF Legal Services Base Realignment
Police	Survey
CAO	Unemployment Management Personnel

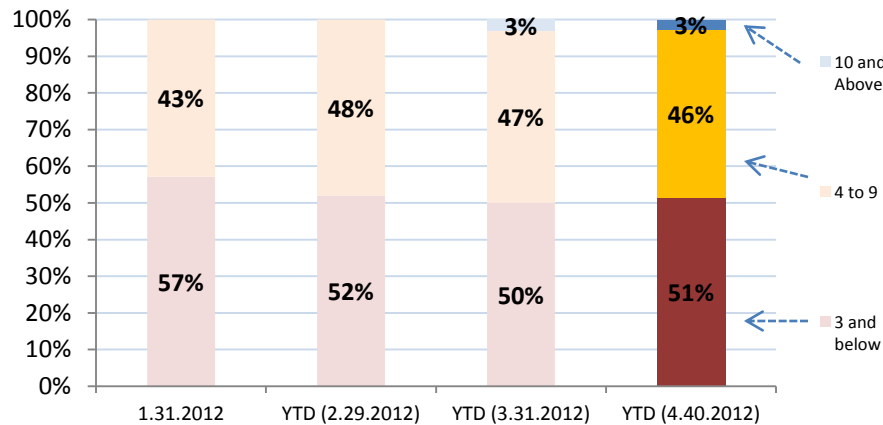
Waiting on Support / Response from Departments		
Department	Brief Description	Comment
OCD	Online Auction Services N.O. East	Awaiting Decision
Public Works	Curbside Management & Enforcement	Awaiting Decision

The Number of Bids in Process Decreased to 18 as of 4.30.2012



* Includes cancelled Bids for which proposals were not received

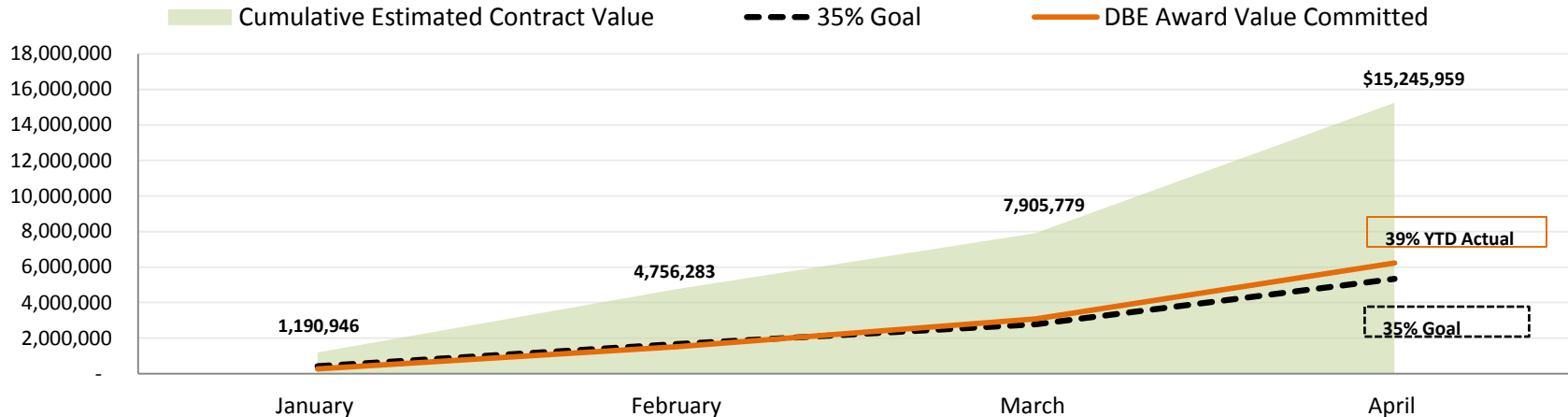
Number of Proposals Received for Bids completed YTD 2012 (as of 4.30.2012). YTD 37 Completed



Awaiting on Department		
Department	Brief Description	Comment
Homeland Security	Access Alarm Services	Award Recommendation
Homeland Security	2 Chem ID Devices	Award Recommendation
Capital	Hubbell Library Renovations	Award Recommendation
Capital	Temporary Stables Building	Award Recommendation
Capital	Joseph Bartholomew Maint. Bldg.	Award Recommendation
Parks & Parkways	3rd & 4th District Tree Trim/ Removal	Award Recommendation
Aviation Board	Taxiway Golf Extension East	Award Recommendation
Aviation Board	Security Perimeter Fence replacement	Award Recommendation

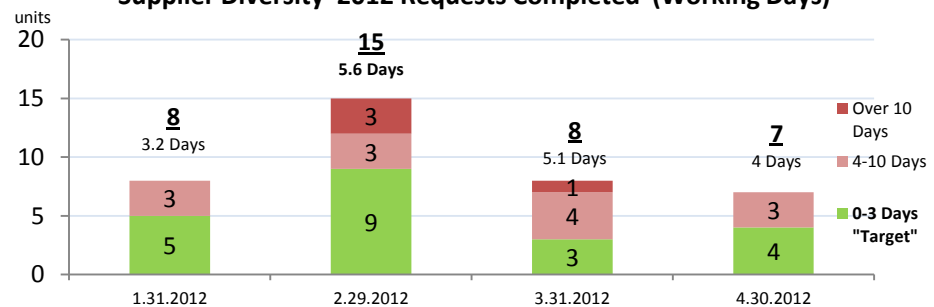
Cumulative YTD Percentage of DBE Award Value as of 4.30.2012

DBE Commitment for Bids/RFPs Opened and that Have Been Reviewed by the Office of Supplier Diversity



Bid/RFP Closed 2012	51
DBE Complete (Included in Summary as of 4/30/2012)	21
Aviation Board (Excluded From Summary 4/30/2012)	9
Processing (RFP Prices/ DBE Review / Recently Opened) (Excluded From Summary 4/30/2012)	17
Other (Re-Bid) (Excluded From Summary 4/30/2012)	4

Time to Process DBE Validation by the Office of Supplier Diversity 2012 Requests Completed (Working Days)





Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

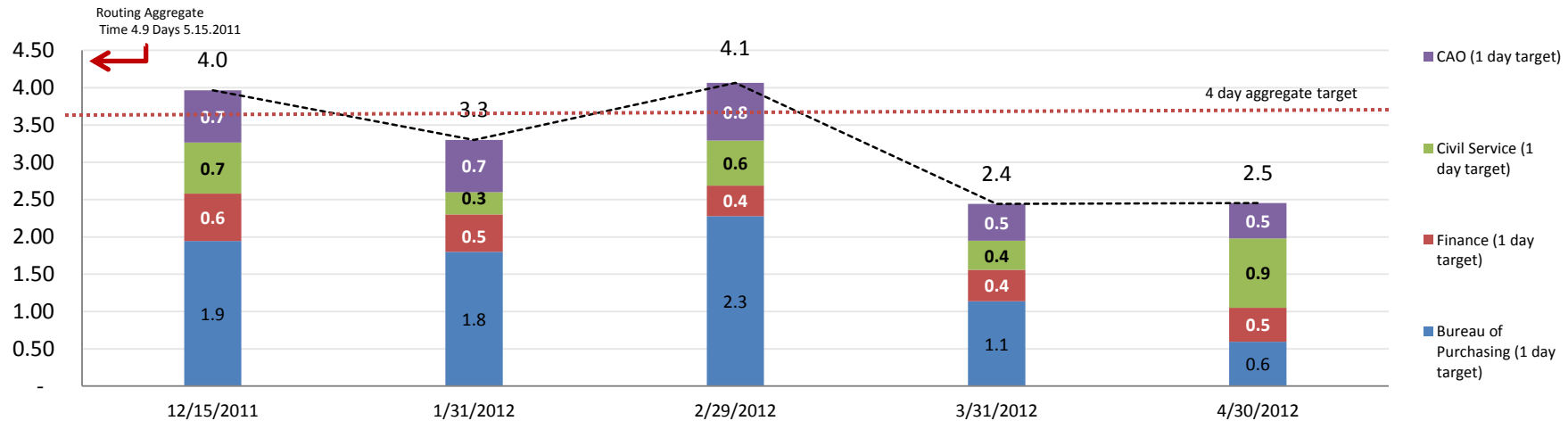
Payment

Contract Package Routing

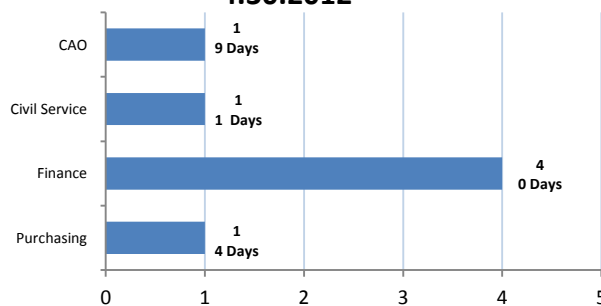
- Average Contract Routing Time

Average Time to Approve Contracts Meeting Target

Average Approval Time of Contracts by Approval Level in Days (by period)



7 Contract Request are in Q as of 4.30.2012



CAO Distribution Approval			
Days to Approve	2.29.2012	3.31.2012	4.30.2012
0-1 Days	90%	93%	91%
2- 3 Days	3%	7%	9%
4-7 Days	7%	0%	0%
Over 8 Days	0%	0%	0%

Civil Service Distribution Approval			
Days to Approve	2.29.2012	3.31.2012	4.30.2012
0-1 Days	92%	97%	93%
2- 3 Days	8%	3%	7%
4-7 Days	0%	0%	0%
Over 8 Days	0%	0%	0%

Finance Distribution Approval			
Days to Approve	2.29.2012	3.31.2012	4.30.2012
0-1 Days	97%	93%	93%
2- 3 Days	3%	7%	2%
4-7 Days	0%	0%	5%
Over 8 Days	0%	0%	0%

Bureau of Purchasing Distribution Approval			
Days to Approve	2.29.2012	3.31.2012	4.30.2012
0-1 Days	62%	78%	88%
2- 3 Days	18%	16%	9%
4-7 Days	10%	1%	3%
Over 8 Days	10%	5%	0%



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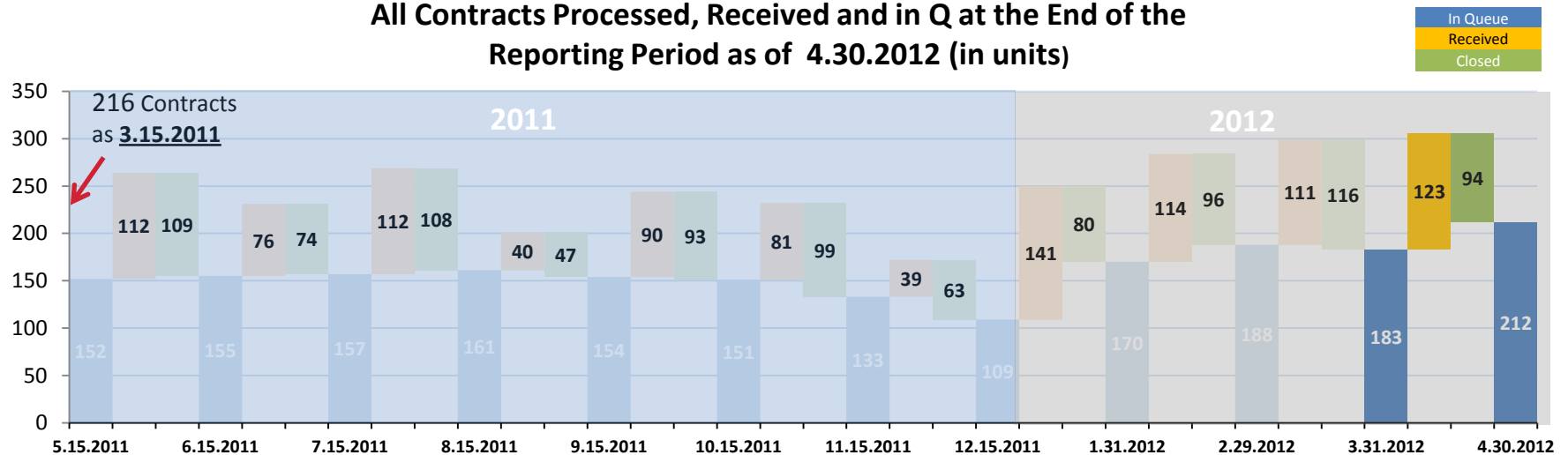
Contract Approval Process

- Contract Processing and Approval

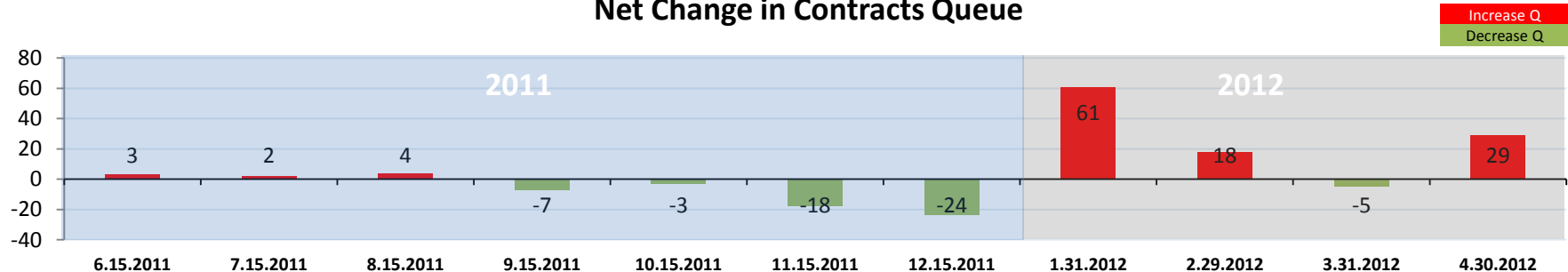
Contracts: All Contracts Processed, Received and in Queue 5.15.2011 – 4.30.2012

(Legal Review, CAO, Vendor Signature, City Attorney, Executive Council, Mayor/City Council)

All Contracts Processed, Received and in Q at the End of the Reporting Period as of 4.30.2012 (in units)



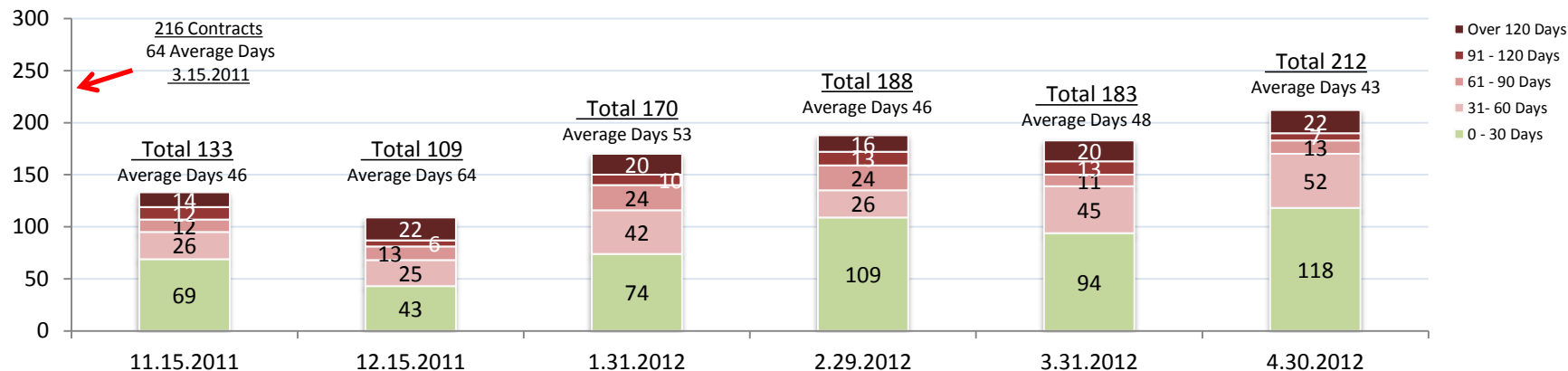
Net Change in Contracts Queue



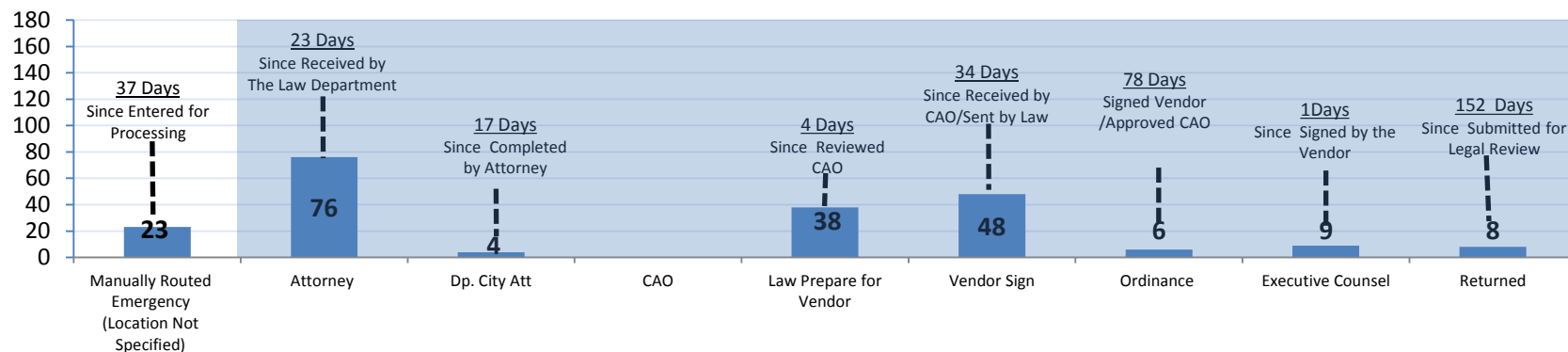
Contracts : All Contracts in Process by Period

(Legal Review, CAO, City Attorney, Executive Counsel, Mayor/Council Approval)

The Average Age of Contracts Awaiting Processing Decreased to 45 Days



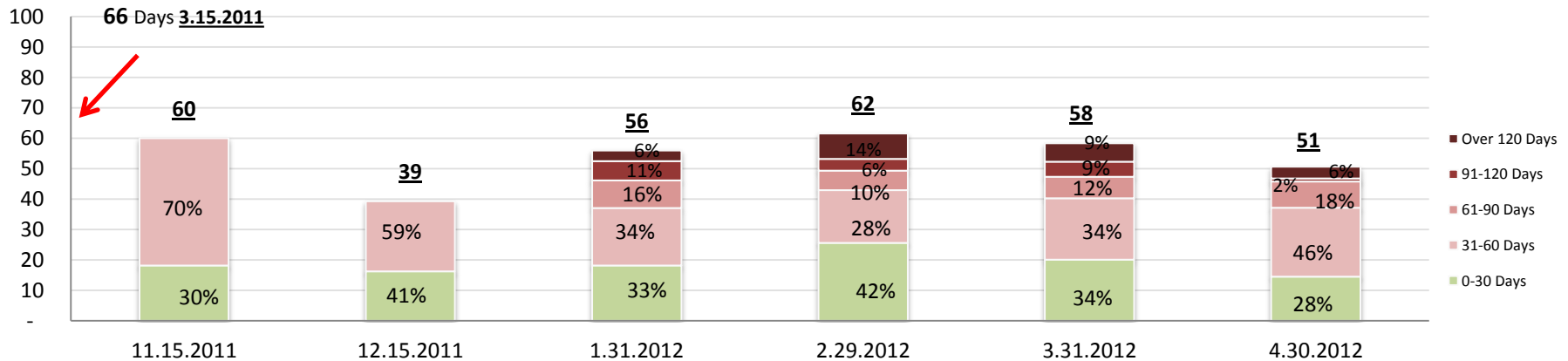
Location and Average Age of Contracts in Process as of 4.30.2012



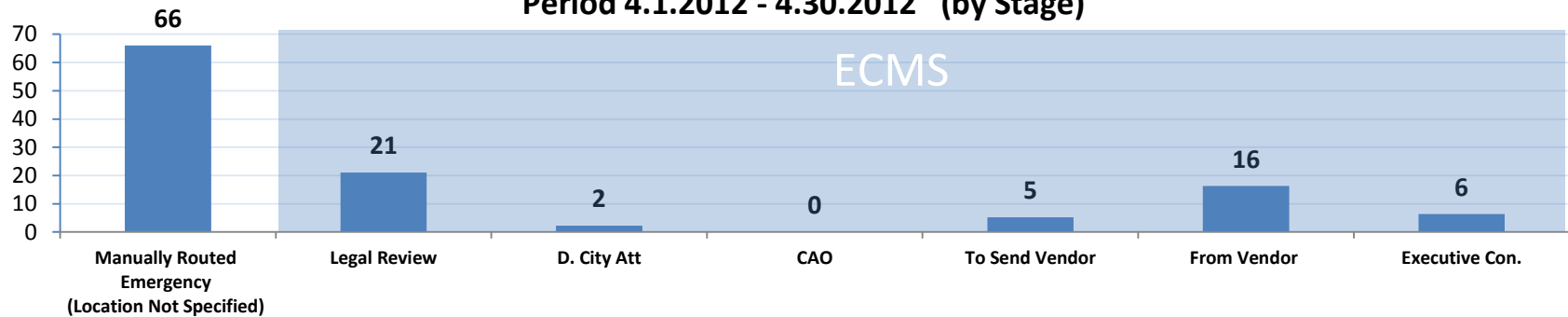
Contracts : All Contracts Executed by Period

(Legal Review, CAO, City Attorney, Executive Counsel, Mayor/Council Approval)

The Average Time to Close Contracts During the Period Decrease to 51 Days from 58 Days. 28% of Contracts Were Closed in 30 Days or Less (80% Target)



Average Days to Process Contracts Completed During the Period 4.1.2012 - 4.30.2012 (by Stage)



Source : : Contract Management System ECMS 4.30.2012

New Tool To Review Contracts Expiring Every Month

	2012												2013											
Department / Agency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AVIATION			2	1			1		1			7	3	2	10	2								1
BLIGHT & REVITALIZATION			1					1		1		1		1		1								
CANAL STREET DEVELOPMENT CORPORATION											1		1											
CAO	4	12	1	2	1	1	1	2	3			1	1	1	1									
CAPITAL PROJECT	1	4	16	6	5	8	5	3	2	9	6	15	16	6	2	7					1		1	
City Council												6			1									
CITY PLANNING						1																		
CIVIL SERVICE		1										5		1	1									
COUNCIL UTILITY REGULATORY OFFICE'												1	1		6									
DEFENSE BASE CLOSURE AND REALIGNMENT COMMISSION (BRAC)												1	1											
DEPUTY MAYORS' & ASSISTANTS											1													
DISASTER CDBG UNIT	1			1	2			4	1	4	5	3	1		1						1			
ECONOMIC DEVELOPMENT			1			1	1		3			1						1						
FACILITIES, INFRASTRUCTURE AND COMMUNITY DEVELOPMENT	5		3		3	1	1		1		4		1	1	2	2					2			
FINANCE		1			1				2			2	1	1								1		
FIRE DEPARTMENT		2			1	3	1		1	1		1			1	1								
HEALTH DEPARTMENT	1	15		2	1	2	2	4	3	11	8	4	1	3	4	1			1					
HISTORIC DISTRICT LANDMARK COMMISSION (HDLC)																								
HOMELAND SECURITY	1				1	4	1	3	5	14	3	3	6	5	3	4		1	1				3	
HOMELAND SECURITY GRANTS APPROVAL												1			1	1								
HUMAN RESOURCES												1												
HUMAN SERVICES					2			1				1		1										
LAW	1	3	3	2	9	5		3	4	7	4	10	4	5	1		1							1
MAYOR					2	1		2	2			2	8	6		1					2			
MOSQUITO CONTROL BOARD														3										
MUNICIPAL YACHT HARBOR MANAGEMENT CORPORATION(MYHMC)										1														
NEIGHBORHOOD ENGAGEMENT OFFICE										1		1												
NEIGHBORHOOD STABILIZATION			1		1	1		1	2	1	3	7	6	6										
NEW ORLEANS BUILDING CORPORATION						3		1	1	1	2	1	1		1									
NORD RECREATION DEPARTMENT		2							1	3	2	6	1	1	3		6							
OFFICE OF CRIMINAL JUSTICE COORDINATOR										1	2			4	1									
OFFICE OF INSPECTOR GENERAL																	1							
OFFICE OF TECHNOLOGY & INNOVATION				1		3		1	1		1	2	1	4	2	1								
PARKS & PARKWAYS				2	2							1	1	3	2									
PIAZZA D'ITALIA DEVELOPMENT CORPORATION											1	1		1										
POLICE DEPARTMENT	3	2	5			1	1	1		1	1	3		7										
PROPERTY MANAGEMENT	1		1	1	2	2		3	2	2	8	1	3	1	4	1								
PUBLIC LIBRARY										1		1	1											
PUBLIC WORKS	8	3	5	8	9	4	3	7	8	20	10	12	32	19	18	14				1				
REGISTER OF VOTERS																								
RIVERGATE DEVELOPMENT CORPORATION											1													
SAFETY & PERMITS												1												1
SANITATION DEPARTMENT			1	1									2	1		1								1
SERVE NOLA																								
Grand Total	26	45	40	27	42	41	17	37	43	79	63	103	93	82	65	37	8	3	2	1	6	1	4	4

Note: Each department is responsible for monitoring expiring contracts and making sure legacy contracts are renewed. This schedule should only be used as a guide.

Source : : Contract Management System ECMS 4.30.2012



Requisition

Procurement

Contract Creation
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Payment

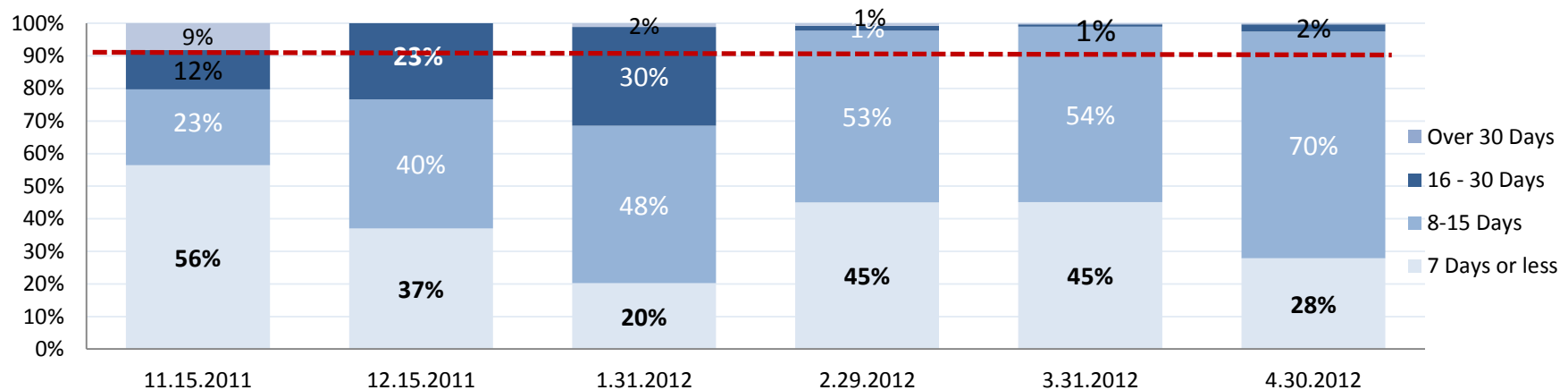
The check: Accounts payable

- General Fund Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
- Capital and Grants Expenditure Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
 - Detail Review (invoices in the pipeline)
 - CDBG Invoice Payments
 - DPW Payments
 - DPW Revolver Payments
 - Capital Projects Payments
 - Capital Projects Revolver Payments

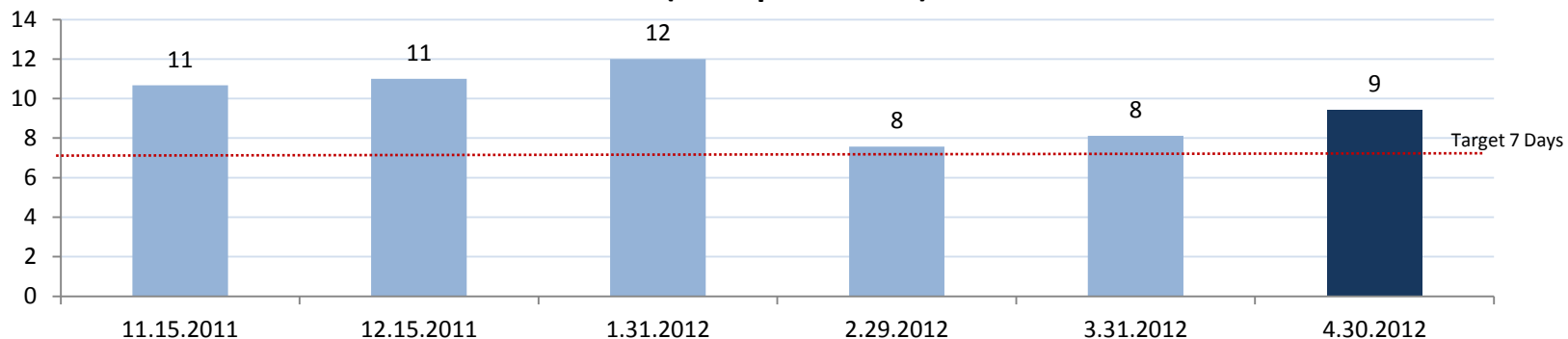
The Percentage of General Fund (and Agency) Payments Processed in 7 Days or Less Decreased to 28%

Working Days to Process General Funds and Agencies Check Payments by A/P Office for Periods Ending 11.15.2011 to 4.30.2012 (in %)

Sample 280 selections 95% confidence level +-5



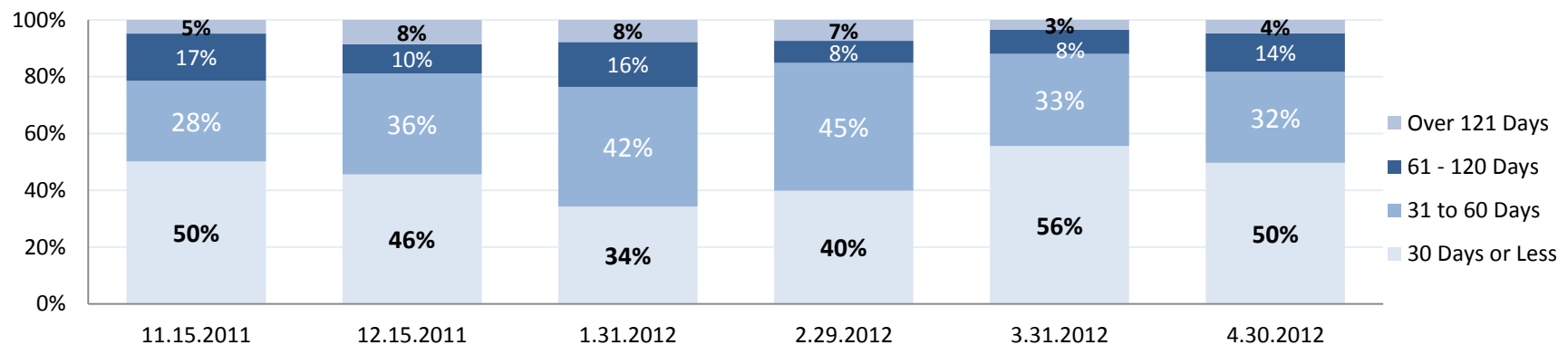
Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



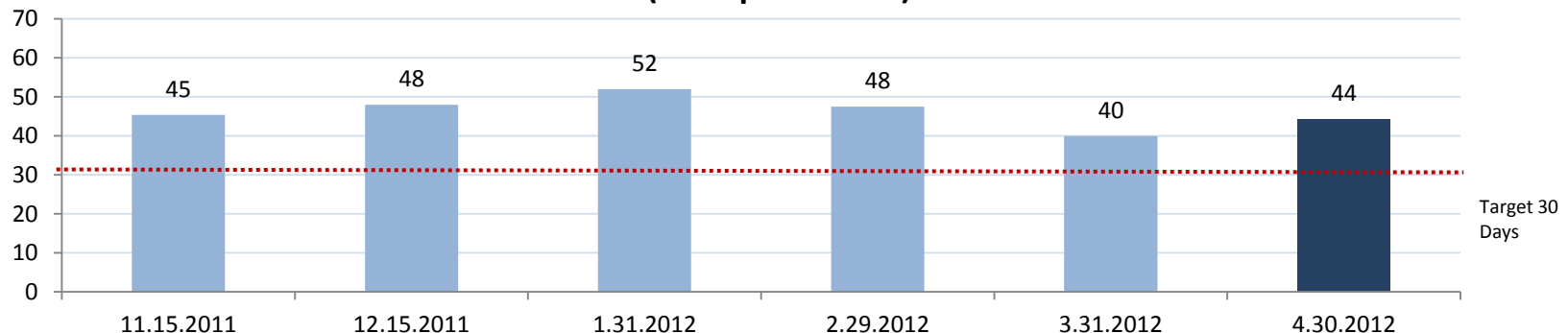
The Percentage of General Fund (and agency) Payments in 30 Days or Less Decreased to 50% in the Current Period

Percentage of Payments in Days From Invoice Date to Payment for General Fund (or Agency) Expenditures for Periods Ending 11.15.2011 - 4.30.2012(in %)

Sample 280 selections 95% confidence level +-5



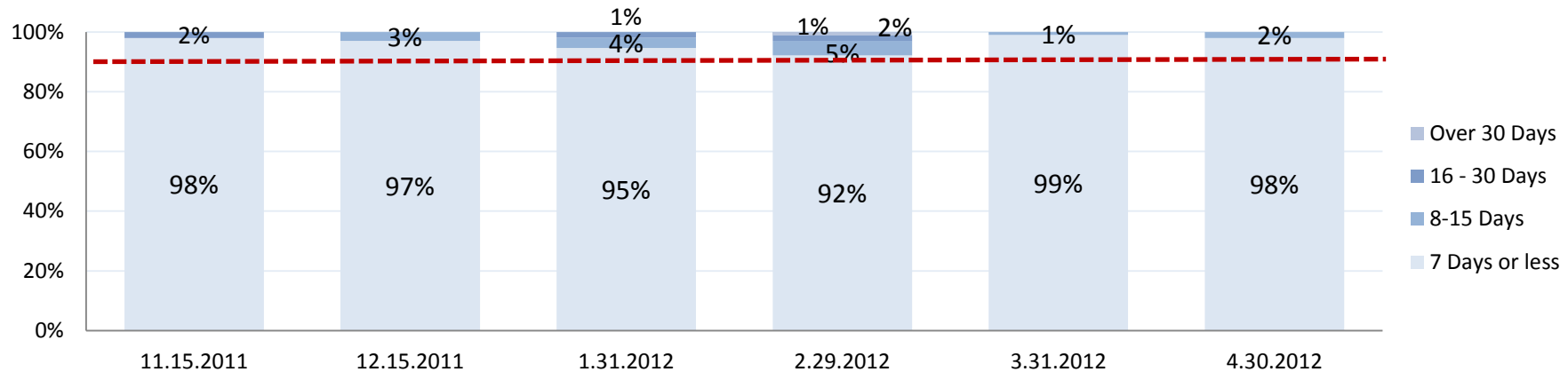
Average Number of Days to Pay Invoices From Invoice Date (GF Expenditures)



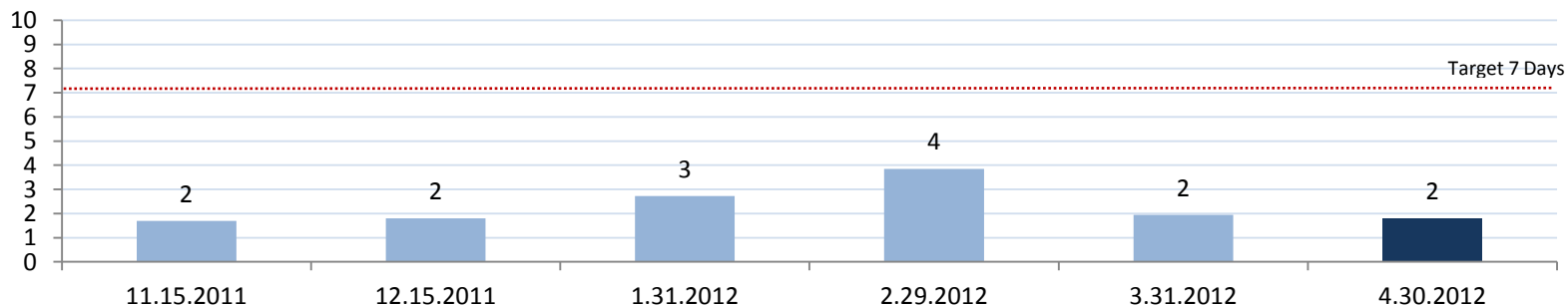
The Percentage of Capital and Grant Payments Processed in 7 Days or Less Remains Over the 90% Target

Working Days to Process Capital Expenditures and Grants Check Payments by A/P Office for Periods Ending 11.15.2011 - 4.30.2012(in %)

Sample 100 selections 90% confidence level +-10



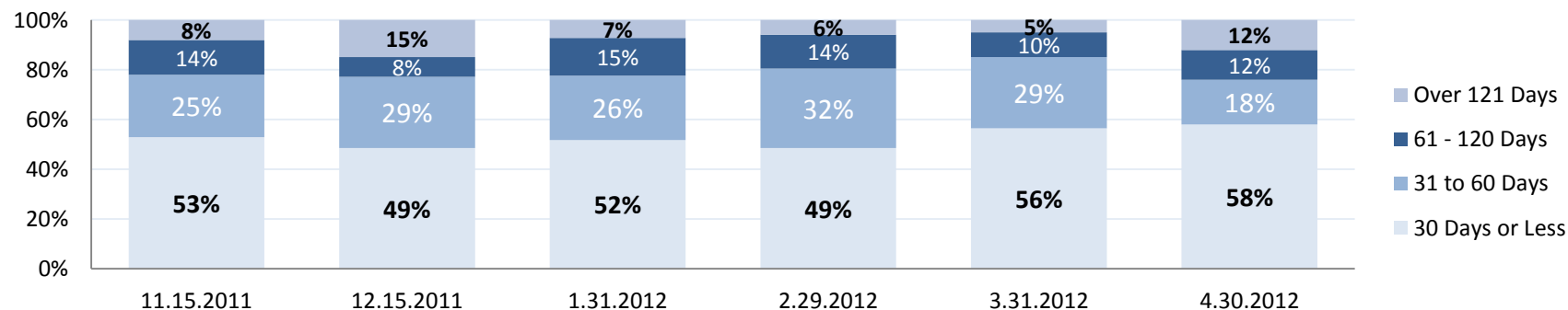
Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)



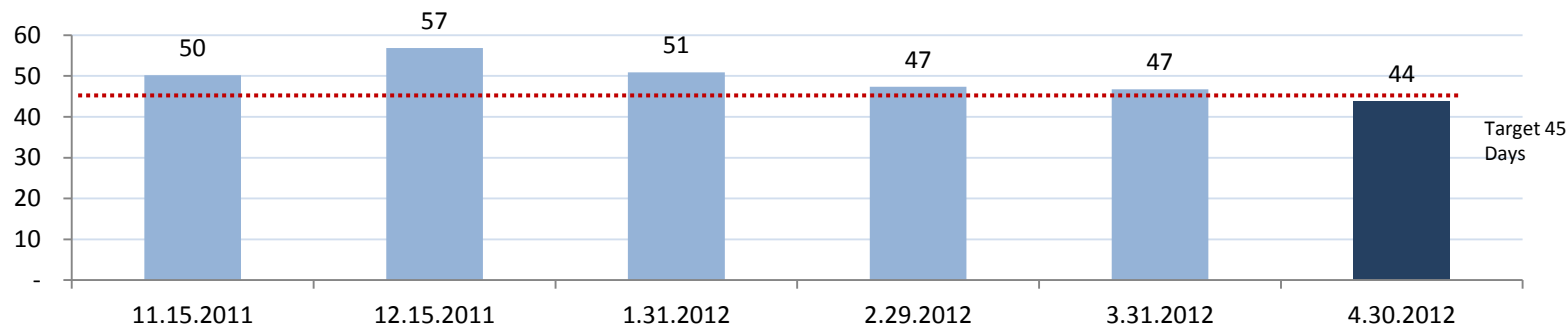
The Percentage of Capital and Grant Payments Made in 30 days or Less from Invoice Date Increased to 58%, from 56% in the Prior Period

Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 11.15.2011 - 4.30.2012(in %)

Sample 100 selections 90% confidence level +-10



Average Number of Days to Pay Invoices From Invoice Date (Capital and Grant Expenditures)



Sample Results Payments Vouched Period 4.1.2012 – 4.30.2012

Sample 280 Selections 95% Confidence level +-5

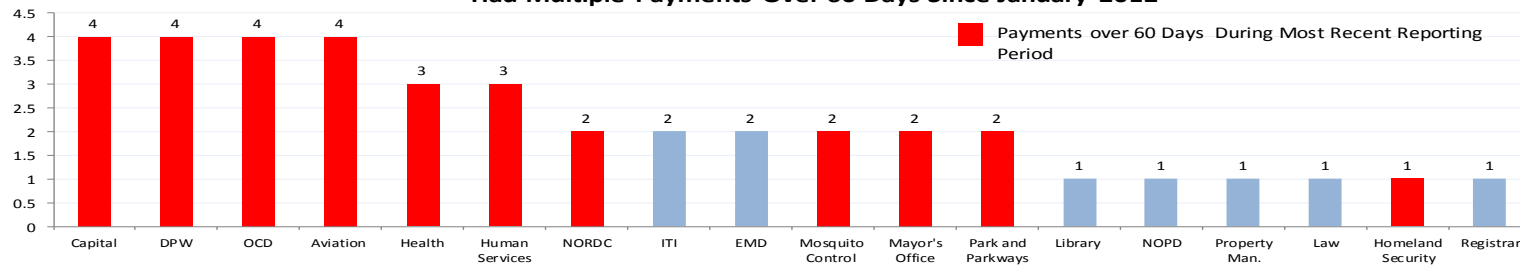
General Fund & Agencies Department	Over 60 Days		Grand Total	(**) % Dep. Late
	No	Yes		
Parks	6	7	13	54%
Health	5	3	8	38%
Mayor	13	7	20	35%
Human Services	6	3	9	33%
Mosquito	7	3	10	30%
NORDC	17	4	21	19%
EMS	11	2	13	15%
Law	13	2	15	13%
Library	18	2	20	10%
Aviation	39	3	42	7%
Other Departments	92	17	109	16%
Total	227	53	280	

Sample 100 Selections 90% Confidence level +-10

Capital & Grants Department	Over 60 Days		Grand Total	(**) % Dep. Late
	No	Yes		
Homeland Security	6	4	10	40%
Capital	14	5	19	26%
OCD	16	5	21	24%
DPW	15	4	19	21%
Health	12	2	14	14%
Other Departments	14	3	17	18%
Grand Total	77	23	100	

(**)Represents the percentage of payments over 60 days, from invoice date, for the specific department.

of Reporting Periods Departments/Agencies
Had Multiple Payments Over 60 Days Since January 2012



(*)Through a sample selection of approximately 370 invoices each reporting period, the Office of Performance and Accountability asks departments with 3 (General Fund and Agencies) or 2 (Capital and Grant Expenditures) payments exceeding a 60 day payment window (invoice date to payment date) to attend the periodic ReqtoCheck meeting to discuss challenges preventing invoices from being paid in a timely fashion.

Significant Improvement in CDBG Payments in the Pipeline. Only a Few Outliers in the Over 60 Days Categories

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Send to Owning Department						0
Owning Department to Send to Accounting	3					3
Accounting to Approve	18					18
State DRU to Send to State Finance	21	28				49
State Finance to Pay City	32	13	1	2		48
Payment to Hit City's Bank		12				12
City to Cut Check	0	5	4	2	4	15
Grand Total	74	58	5	4	4	145

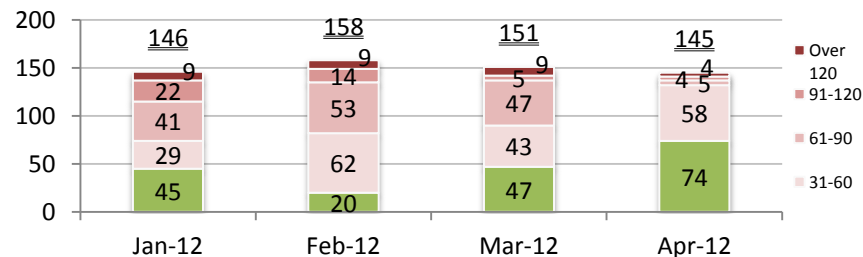
Over
60
daysOver
30
days

Reasons for Delay					
Dispute with the vendor					3
Misplaced / Not Processed Timely					
With the State		31	1	2	
Contract being processed					
Other			2 (B)	2 (A)	
Paid as of 5.10.2012		27	2		1

(A): 2 invoices for NORA (DR #12); CNO received pymt 4/18/12; still not paid due to amount rec'd being greater than DR amount

(B): 2 invoices for NORA; see explanation above (DR #11)

OCD Aging of Invoices in the Pipeline



Significant Improvement in DPW Payments in the Pipeline. Invoices in the Over 60 Days Categories Were Reduced by More Than 50%

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve	3	1			6	10
Department to Create Receiver	6	2	2	3	2	15
Department to Deliver to Finance	1					1
Finance to Cut Check	3					3
Finance to Release Check	6				1	7
Grand Total	19	3	2	3	9	36

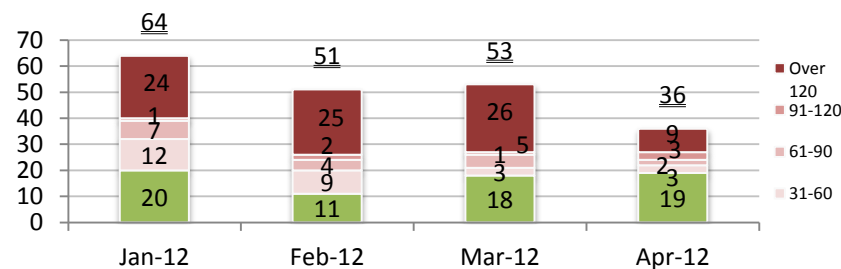
Over 60
days

Over 30
days

Reasons for Delay					
Dispute with the vendor					
Goods received at a later date / Services were not rendered timely					
Contract being processed		1		2	7
Other*		2	2	1	2
Paid 5.10.2012					

*7 Invoices in "Other" Category - 6 are awaiting reimbursement from SWB before the invoices can be processed.
1 is waiting for reimbursement from the State before the check can be released.

DPW City: Aging of Invoices in the Pipeline by Period



Information obtained from Quickbase (DPW Department) 5.1.2012 – 5.11.2012

Significant Improvement in DPW Revolver Payments in the Pipeline. Invoices in the Over 60 Days Categories Were Reduced by More Than 50%

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve						0
Fiscal to Receive Invoice				1	8	9
Department to Create Receiver		6		2	1	9
State to Send to Hancock	1					1
Grand Total	1	6	0	3	9	19

Over
60 days

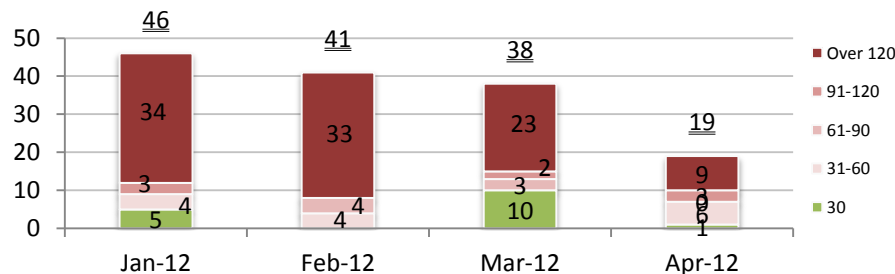
Over 30
days

Reasons for Delay					
Dispute with the vendor					
Goods received at a later date / Services were not rendered					
Invoice misplaced / not processed timely					
Contract being processed				3	9
Other**		6			
Paid 5.10.2012					

*6 Invoices in Other Category - All 6 are pending approval to use Revolver funding before they can be processed.

Note: 29 "Vendor Dispute" Invoices are not included in the aging above- same vendor, same project. Working with Legal to resolve.

DPW Revolver: Aging of Invoices in the Pipeline by Period



Capital Projects Maintains Good Track Record of Paying Invoices on Time.

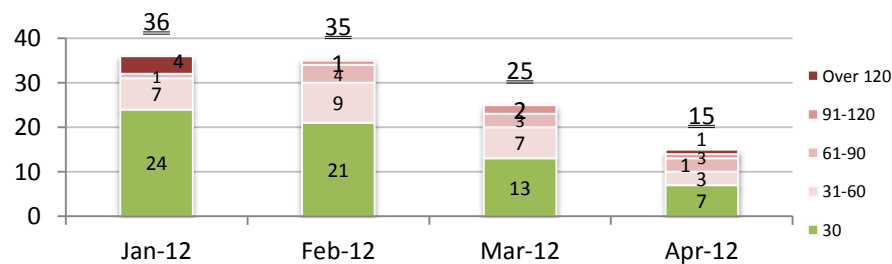
Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver			2		1	3
Finance to Receive from Department		1				1
Finance to Cut Check	5	1				6
Finance to Release Check	2	1	1	1		5
Grand Total	7	3	3	1	1	15

Over
60
days

Over
30
days

Reasons for Delay					
Dispute with the vendor			2		
Goods received at a later date / Services were not rendered					
Invoice was misplaced / not processed timely					
Contract being processed					
Other		2	1	1	1
Paid by 5.10.2012		1			

Capital City: Aging of Invoices in the Pipeline by Period



Capital Projects Maintains Good Track Record Paying Revolver Invoices on Time

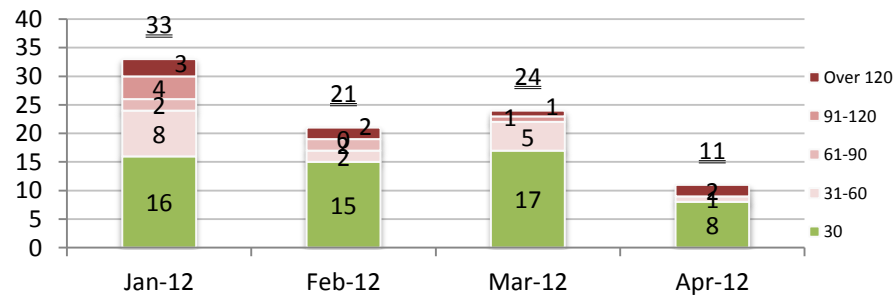
Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver		1				1
Finance to Receive from Department					1	1
Finance to Send to State	1					1
State to Send to Hancock	7				1	8
Grand Total	8	1	0	0	2	11

Over
60
days

Over
30
days

Reasons for Delay					
Dispute with the vendor		1			1
Goods received at a later date / Services were not rendered					
Invoice was misplaced / not processed timely					
Contract being processed					
Other					1
Paid by 5.10.2012					

Capital Revolver: Aging of Invoices in the Pipeline by Period



Procurement Process Map/City of New Orleans

* Note map is not all inclusive. It provides guidance of the general process

Requisition

User Entity
1) Creates requisition (departmental need)
2) Prepares requisition on AFIN System (Capital Expense and Grants) or BuySpeed (General Fund)
3) Completes Requisition and sends documents for approval

Approval of requisition
1) Director
2) Budget
3) Finance

Procurement

Office of Procurement
1) Receives requisition
2) Accepts requisition
A) Conversion of requisition to PO
B) Process requisition for a Bid (3 weeks)
C) Process requisition for an RFP (2 weeks)
3) Sends PO to Vendor and User Entity
4) Provides bid/rfp package to User Entity

Professional Services
Under 15K: No RFP process (Contract)
Over 15K : RFP Process (Contract)

Materials Supplies Non. Professional
Under 1K: No Bid
Between 1K-20K: Informal Bid
Over 20K: Formal Bid
Construction and Public Works
Under 150K: Informal Bid
Over 150K: Formal Bid

1) Bid / RFP Package to Department to gather required forms

1) PO to User Entity and Vendor

Contract Creation and Routing

User Entity
1) Receives Bid/RFP Package from procurement
2) Gathers required forms (DBE, Tax Clearing, Felon Affidavit etc.)
3) Routes Contract Package with forms through contract approval process (New) or Submits Contract Package to Law before routing (Old)

Routing and Approval of Contract Package
1) Deputy CAO/ Deputy Mayor
2) Civil Service
3) Office of Procurement
4) Director Finance
5) CAO

Contract Processing and Approval

Law Department + Mayor's Office
1) Receives Contract Package and reviews for completeness.
2) If Contract Package missing approvals, contract is routed by the law department (Old)
3) If Contract Package complete (New), assign attorney to perform review.
4) Complete review and route contract to City Attorney for review and signature
5) Route contract to Mayor's Office and signature by Mayor
6) Route copies of contract (4) to Procurement, Vendor and User Entity. Law Department keeps one.

Signed Contract

Payment

User Entity
1) Routes (1) copy of the Contract to the Vendor
2) When invoice from Vendor is received, route payment voucher request to Accounts Payable for payment

Account Payable
1) Receives Payment Voucher and performs 3 way match
2) Process payment (review and printing)
3) Forwards payment to Vendor

1) Payment to Vendor

Supplemental Procurement

Office of Procurement
1) Receives Contract and reviews
2) Creates PO and sends to vendor

1) PO to User Entity and Vendor

Evaluation Form

Are you a city employee or a member of the public?

On a scale 1-5, how useful was this meeting to you (1= least useful and 5= most useful)?

What's working?

What's not working?