



CITY OF NEW ORLEANS

ReqtoCheckSTAT

Reporting Period: November 1st - 30th 2012

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.

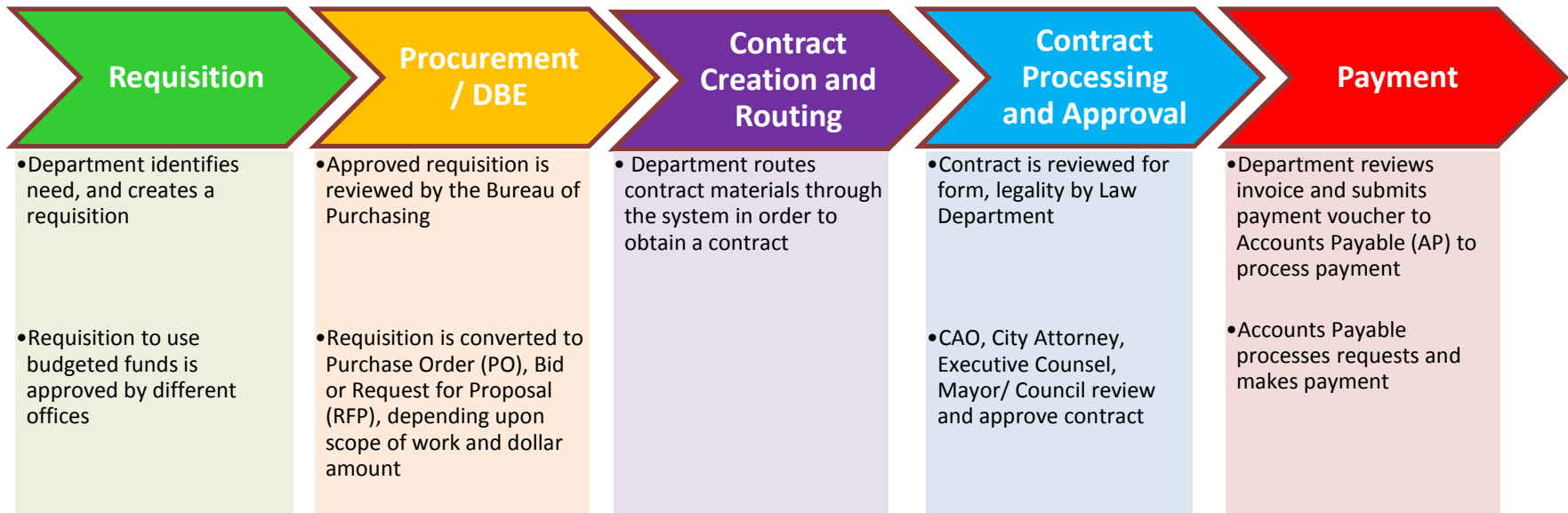
What is ReqtoCheckStat?

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*



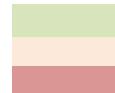
Note: The reporting period covering the period 12.15.2011 to 1.31.2012 includes 1 ½ months of activity .

*See a more detailed process map on slide 36

Procurement and Contracting Related IT Systems : November Systems Availability

System \ Date	Days Unavailable
ECMS	0/22
BuySpeed*	0/22
AFIN	0/22
EMAIL (ECMS)	22/22

System Available
Partially Available
Unavailable



* Payment information is not correctly integrating into BuySpeed. This results in departments calling A/P to inquire about their payments, which slows down productivity

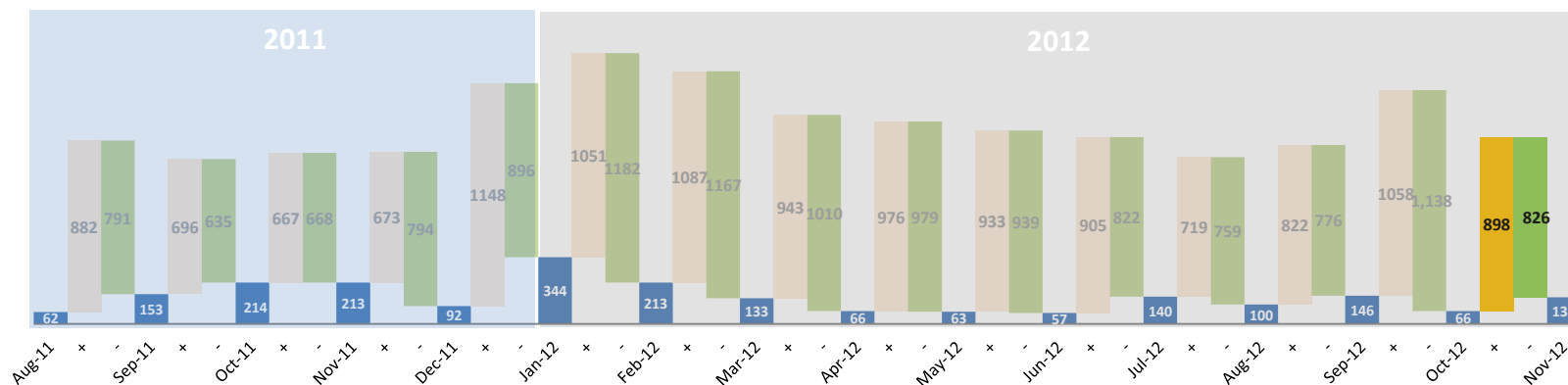


Requisition Approval

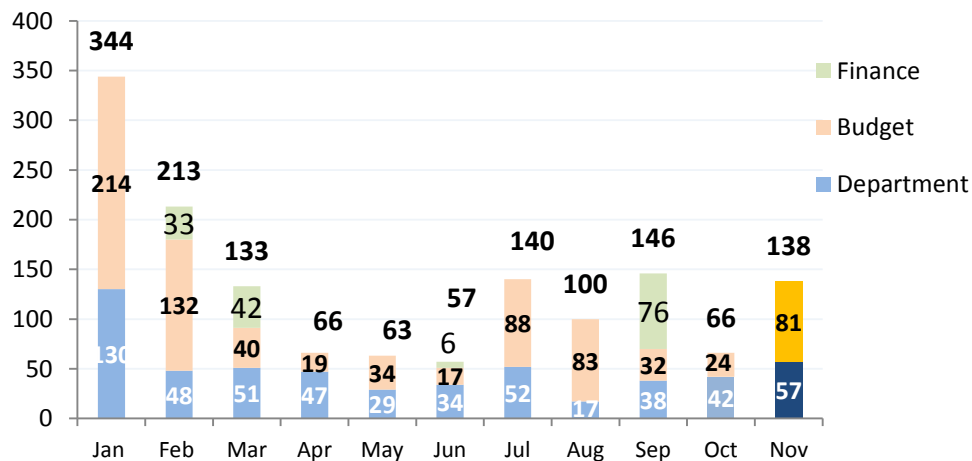
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level
- Approval Time of Requisitions

Approval Queue increased to 138 Requisitions as of 11.30.2012

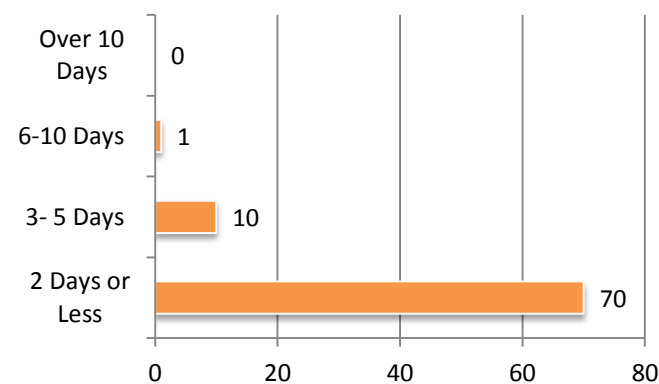
Requisition Approval Queue General Fund for Period Ending 11.30.2012



Requisitions in Q to be Approved

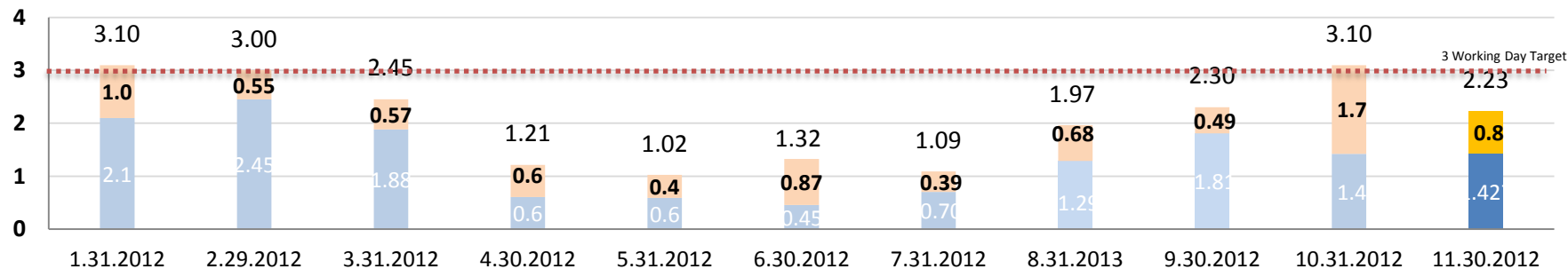


Age of Requisitions in Q Budget Office



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											
	2012										
Days to Approve	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2 or less	71%	53%	74%	96%	96%	99%	90%	84%	78%	80%	80%
3 Days	9%	15%	8%	3%	2%	1%	5%	5%	5%	5%	7%
4-5 Days	9%	25%	11%	1%	1%		4%	7%	7%	7%	2%
6-10 Days	10%	7%	6%		1%		1%	4%	1%	7%	10%
11-15 Days	1%		1%						8%	1%	1%
Over 15 Days	0%								1%		

Finance											
	2012										
Days to Approve	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
1 or less	85%	99%	97%	96%	100%	93%	99%	98%	95%	66%	89%
2 Days	7%	1%	2%	2%		5%	1%	1%	4%	15%	8%
3-5 Days	8%		1%	2%		2%		1%	1%	9%	3%
6-10 Days										10%	
11-15 Days											
Over 15 Days											

Requisition

**Procurement
/ DBE**

Contract
Creation and
Routing

Contract
Processing
and Approval

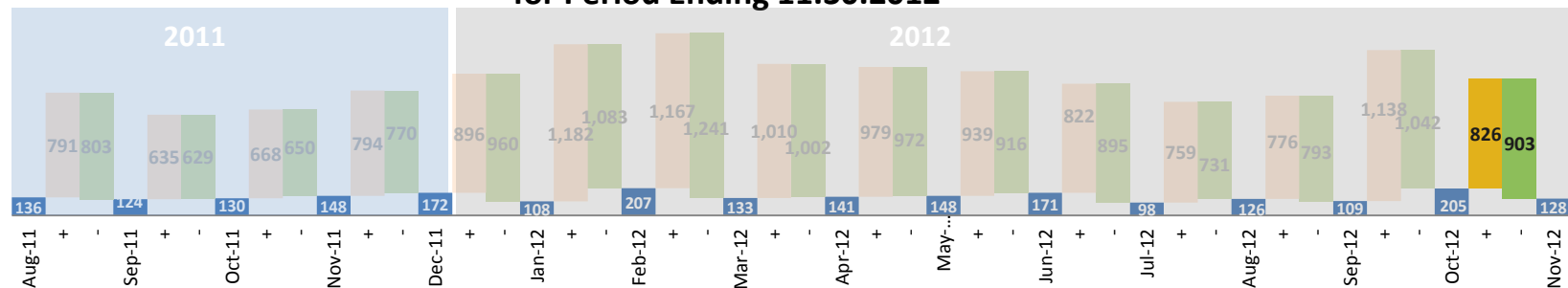
Payment

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

The Number of Requisitions in Queue Waiting to be Processed by the Bureau of Purchasing Decreased to 128

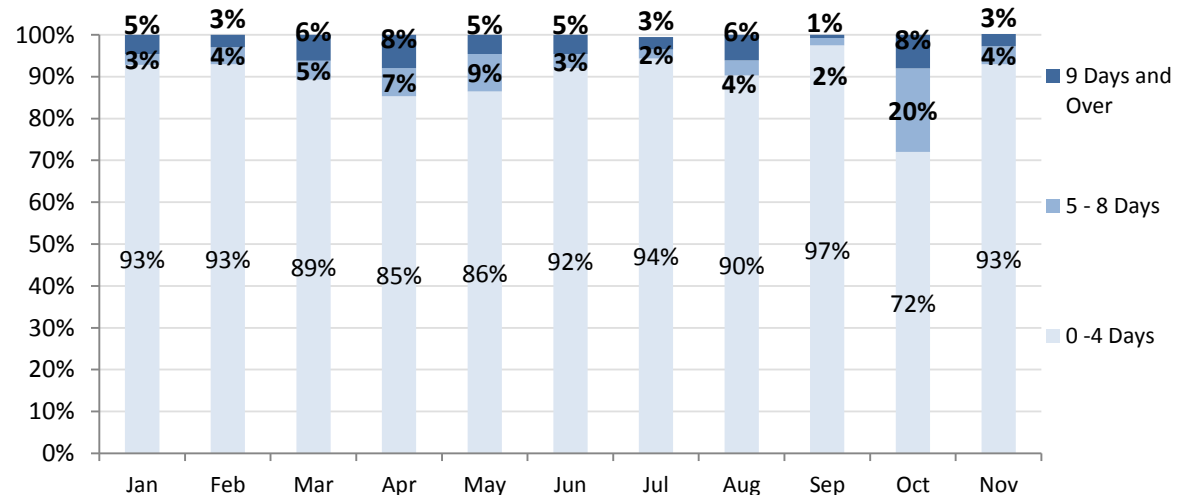
Bureau of Purchasing Requisition Processing General Fund for Period Ending 11.30.2012



Status of Reqs Awaiting Buyer Processing	
Status	Count
Completed 12.10.2012	47
Need Contract	59
Waiting for Support	22
Grand Total	128

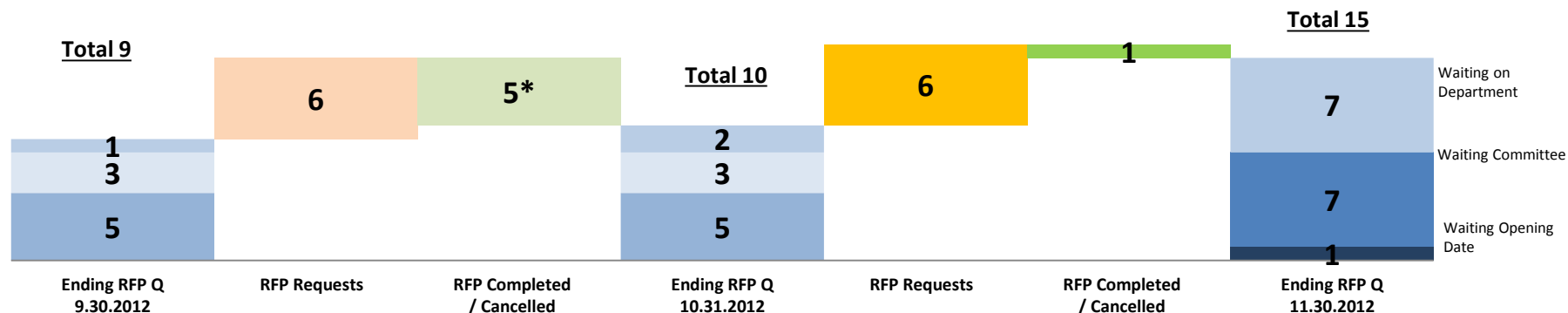
Waiting for Support	
Status	Count
Parks & Parkways	5
NORD	3
Human Services	3
Police	2
Capital Projects	2
CAO Equip Mgmt	1
Finance	1
ITI	1
Mayor	1
Aviation Board	1
Safety & Permits	1
Sanitation	1
Grand Total	22

The Bureau of Purchasing Processed Requisitions in Four Days or Less 93% of the Time (Average 836 POs Per Month)



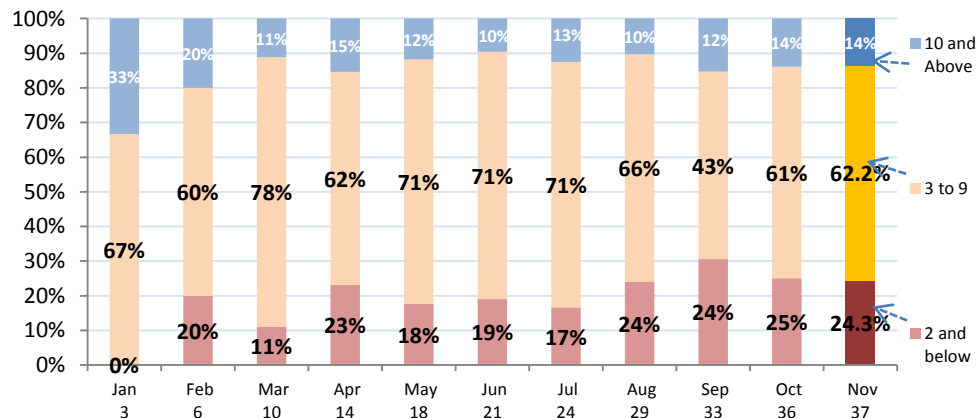
Source : Obtained from the Bureau of Purchasing 11.1.2012-11.30.2012

The Number of RFPS in Process at 15 as of 11.30.2012



*Includes canceled and closed RFPS

Number of Proposals Received for RFPs Completed YTD 2012 (as of 11.30.2012)



Awaiting Committee Meeting

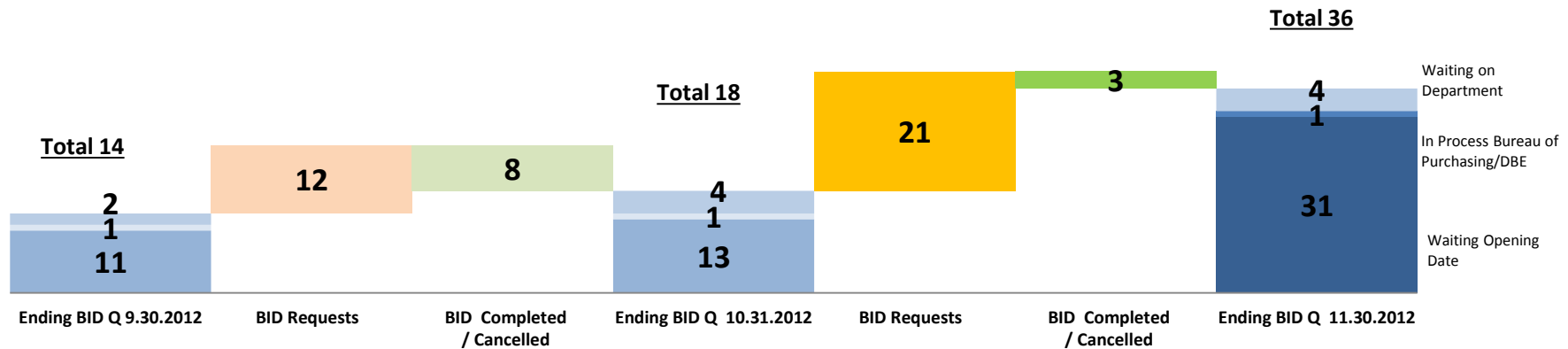
Department	Brief Description
Aviation Board	Air Service Development Consulting Services
Aviation Board	Airport insurance brokerage services
Aviation Board	Property Asset Mgmt, Leasing & Marketing Services
Aviation Board	Commercial real estate brokerage & consulting services
Aviation Board	Airfield Electrical Engineering Consulting Services
Police	Survey
ITI	Customer Relationship Management

Waiting on Support / Response from Departments

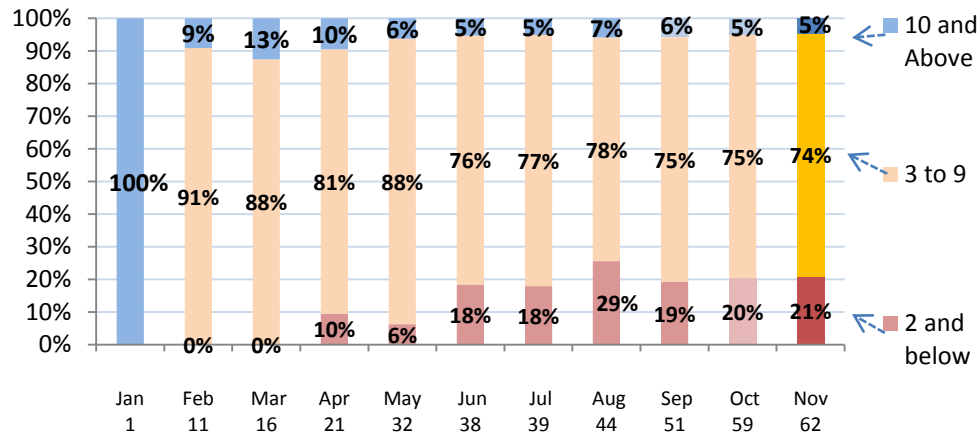
Department	Brief Description	Comment
Aviation Board	State & Local Representation Svcs	Awaiting Decision
Aviation Board	Environmental Engineering & Spill Response	Awaiting Decision
Aviation Board	On Call Legal Services	Awaiting Decision
Aviation Board	DBE Consulting Services	Awaiting Decision
Public Works	Curbside Management & Enforcement	Awaiting Decision
Mayor	Neighborhood Capacity Building	Awaiting Decision
OCD	Online Auction Services N.O. East	Awaiting Decision

Source : Bureau of Purchasing 11.1.2012 – 11.30.2012

The Number of Bids in Process at 36 as of 11.30.2012



Number of Proposals Received for Bids completed YTD 2012 (as of 11.30.2012)

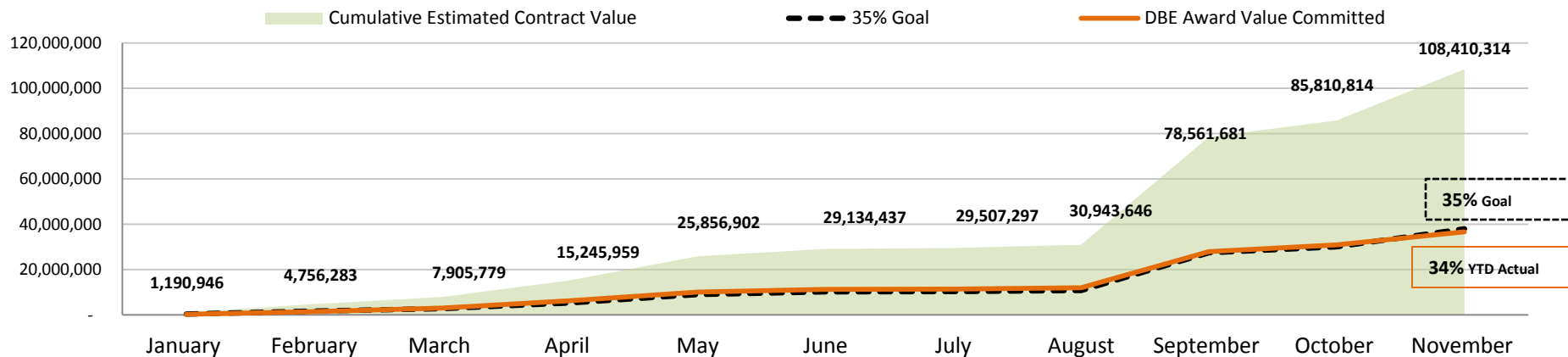


Waiting on Support / Response from Departments

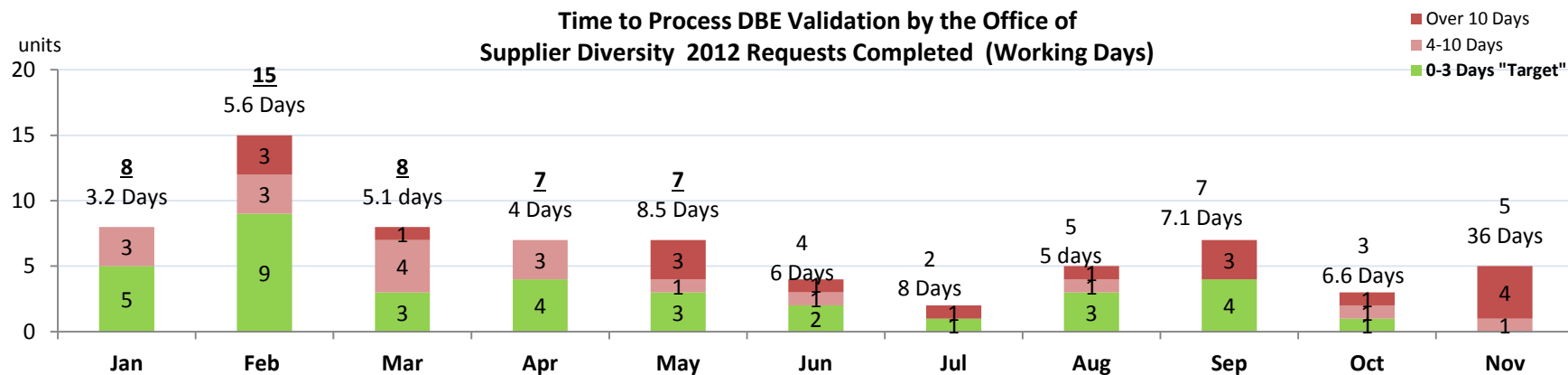
Department	Brief Description	Comment
Aviation Board	Weed & grass control chemicals	Decision
Sanitation	Seasonal special event equipment rental	Decision
Sanitation	Seasonal special event labor	Decision
EMD	Repair heavy duty deisel transmissions	Decision

Cumulative YTD Percentage of DBE Committed Award Value as of 11.30.2012

DBE Commitment for Bids Opened and that Have Been Validated by the Office of Supplier Diversity



Note: Data excludes bids for which DBE contracting requirements have been waived



Bids: Cumulative YTD DBE % Committed Award Value by Department

Department	Estimated Contract Value	DBE Commitment	DBE Percentage
CAO	610,000	610,000	100%
EMD	240,000	240,000	100%
Library	150,000	150,000	100%
DPW	10,837,123	4,361,012	40%
Code Enforcement	887,000	354,800	40%
Civil Service	80,000	28,000	35%
ITI	27,096	9,484	35%
Homeland Security	596,944	201,088	34%
Property Management	60,000	19,800	33%
Capital Projects	94,922,151	30,683,415	32%
Grand Total	\$ 108,410,314	\$ 36,657,599	34%

Note: Data excludes bids for which DBE contracting requirements have been waived



Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

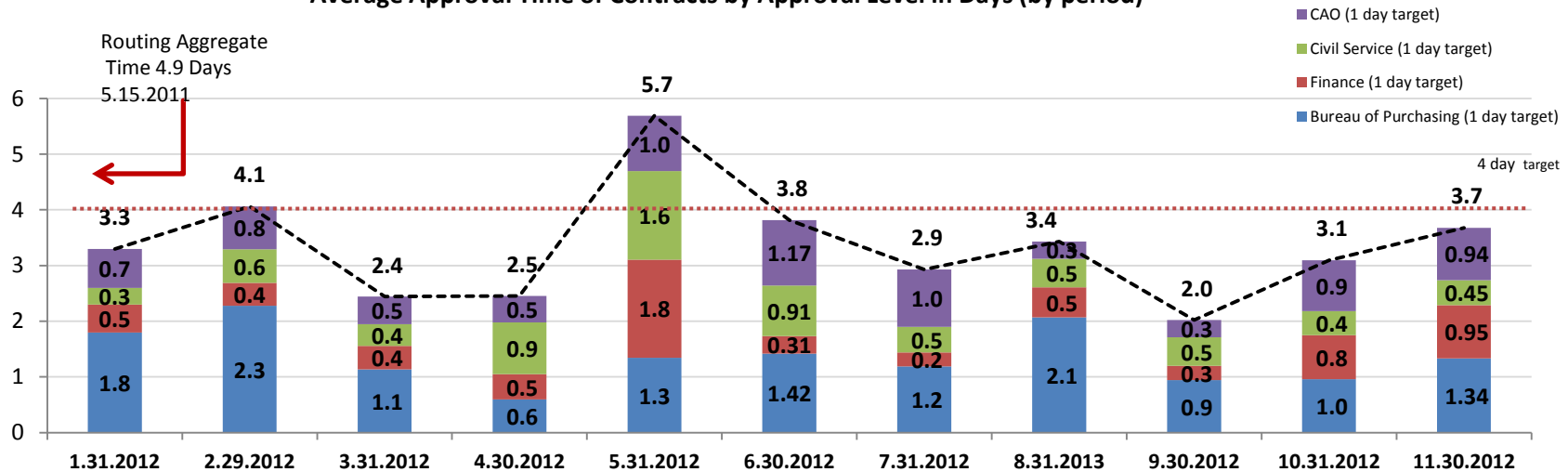
Payment

Contract Package Routing

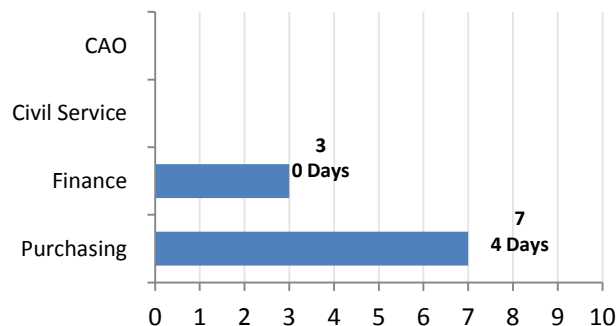
- Average Contract Routing Time

Average Time to Approve Contracts Meeting Target

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



10 Contract Request in Q as of
11.30.2012



CAO Distribution Approval			
Days to Approve	9.30.2012	10.31.2012	11.30.2012
0-1 Days	99%	75%	82%
2- 3 Days		24%	18%
4-7 Days	1%	1%	
Over 8 Days			

Civil Service Distribution Approval			
Days to Approve	9.30.2012	10.31.2012	11.30.2012
0-1 Days	100%	92%	91%
2- 3 Days		8%	9%
4-7 Days			1%
Over 8 Days			

Finance Distribution Approval			
Days to Approve	9.30.2012	10.31.2012	11.30.2012
0-1 Days	98%	85%	84%
2- 3 Days	2%	3%	8%
4-7 Days		12%	9%
Over 8 Days			

Bureau of Purchasing Distribution Approval			
Days to Approve	9.30.2012	10.31.2012	11.30.2012
0-1 Days	81%	89%	73%
2- 3 Days	12%	5%	20%
4-7 Days	7%	2%	7%
Over 8 Days		3%	

Source : ECMS 11.30.2012



Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

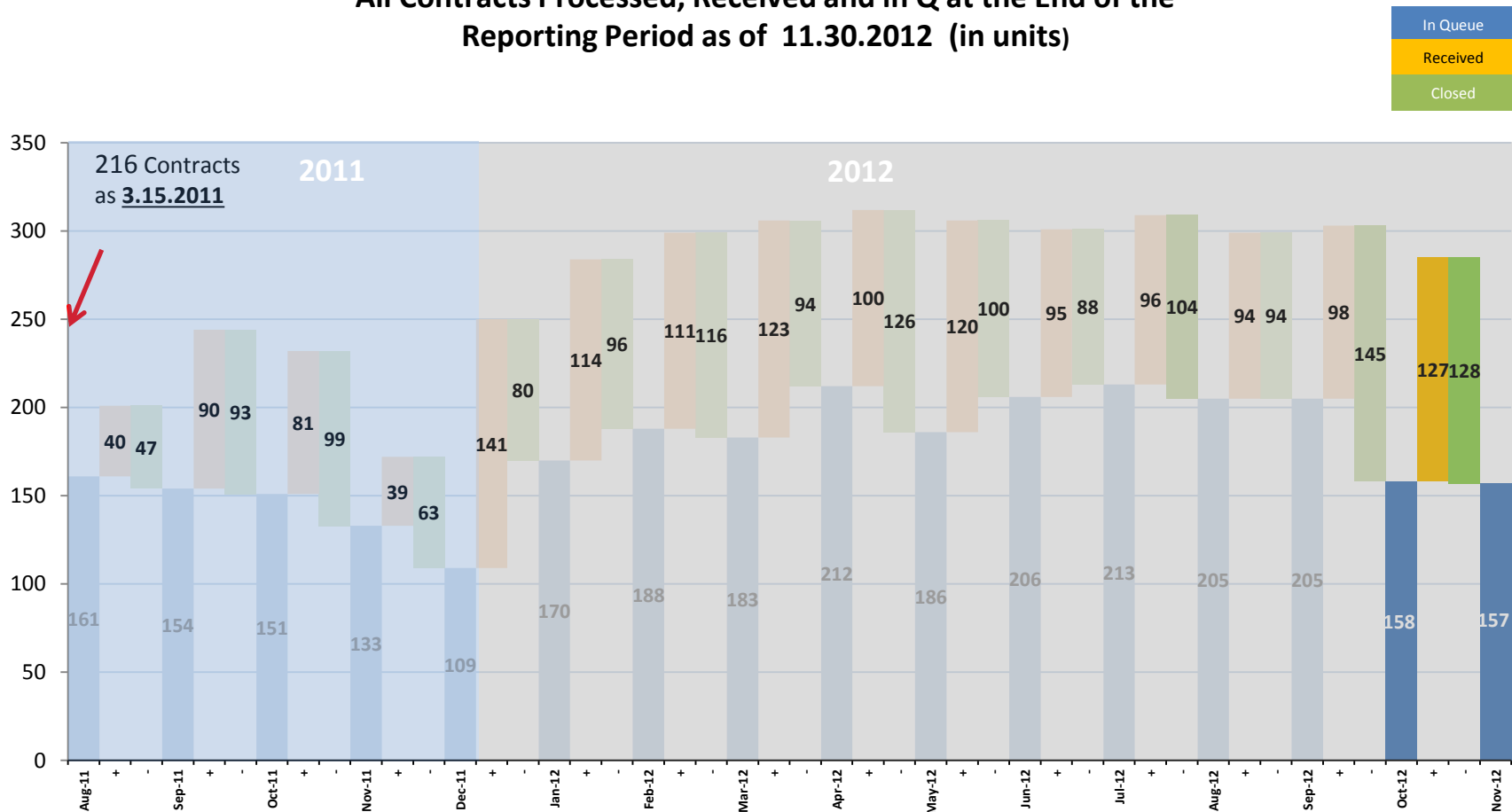
Payment

Contract Approval Process

- Contract Processing and Approval

Contracts: All Contracts Processed, Received and in Queue August 2011 – November 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 11.30.2012 (in units)

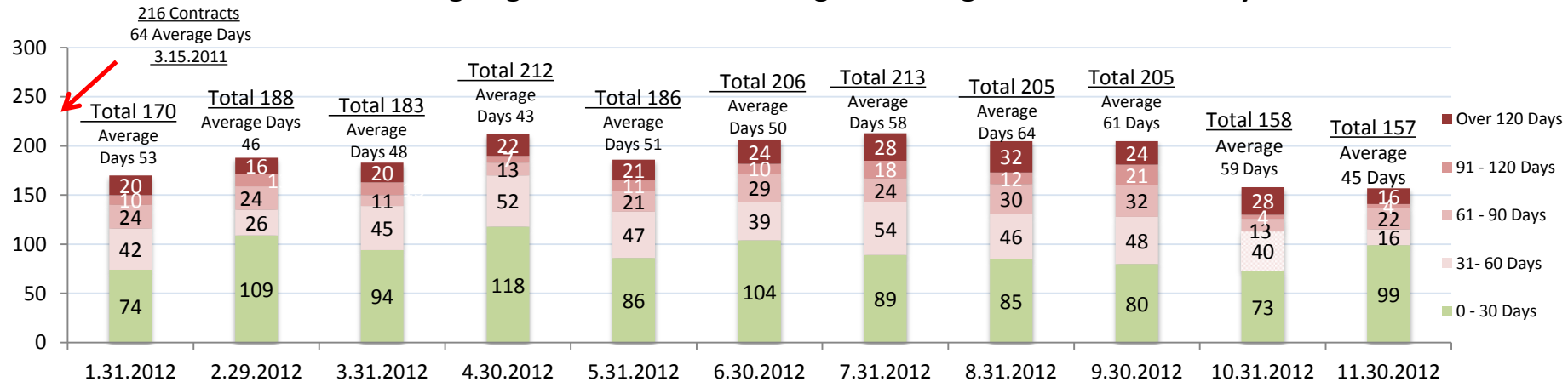


Source : Law Department and ECMS System 11.30.2012

Contracts : All Contracts in Process by Period

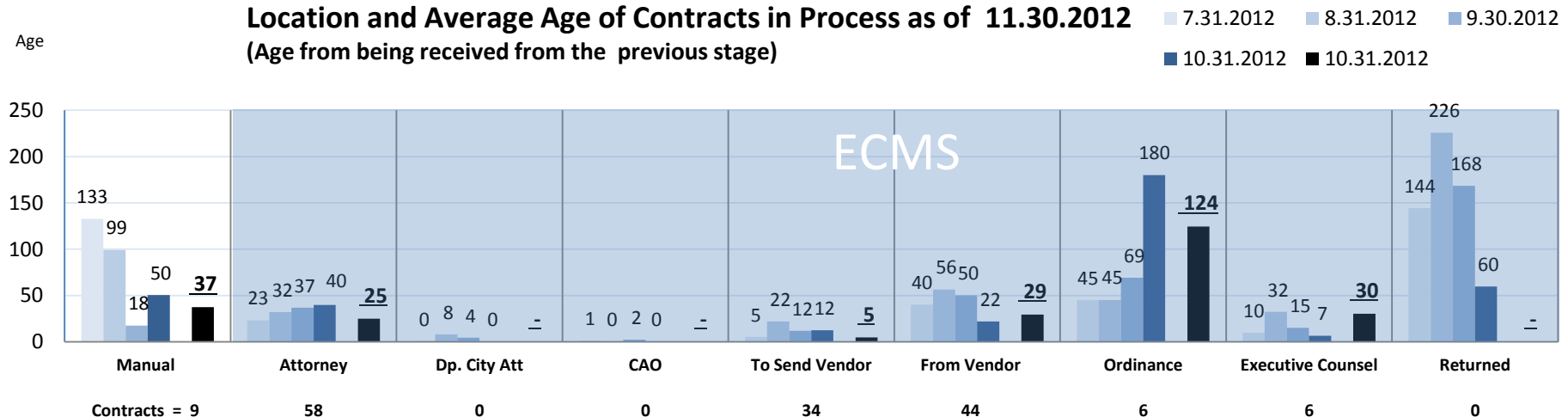
(Legal Review, CAO, City Attorney, Executive Counsel, Mayor/Council Approval)

The Average Age of Contracts Awaiting Processing Decreased to 45 Days



Location and Average Age of Contracts in Process as of 11.30.2012

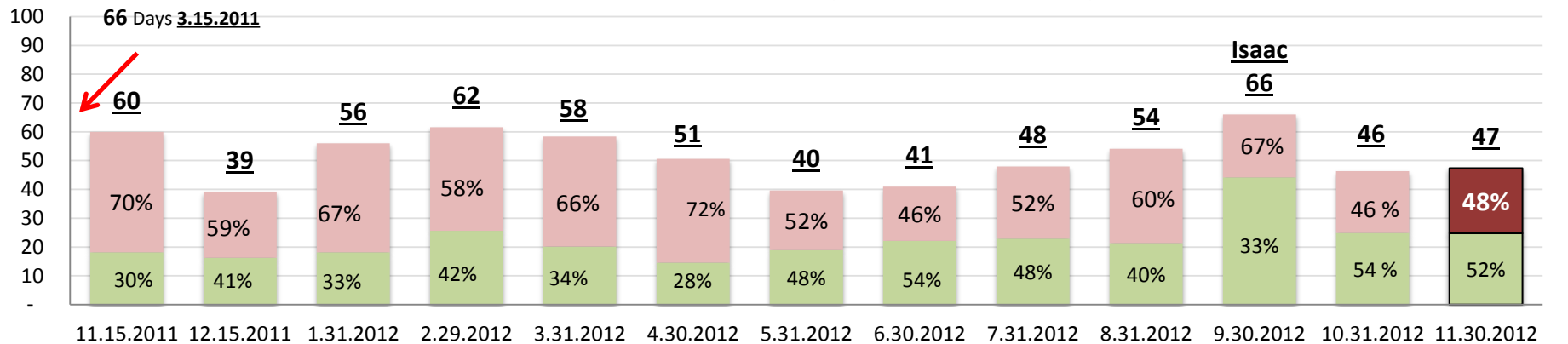
(Age from being received from the previous stage)



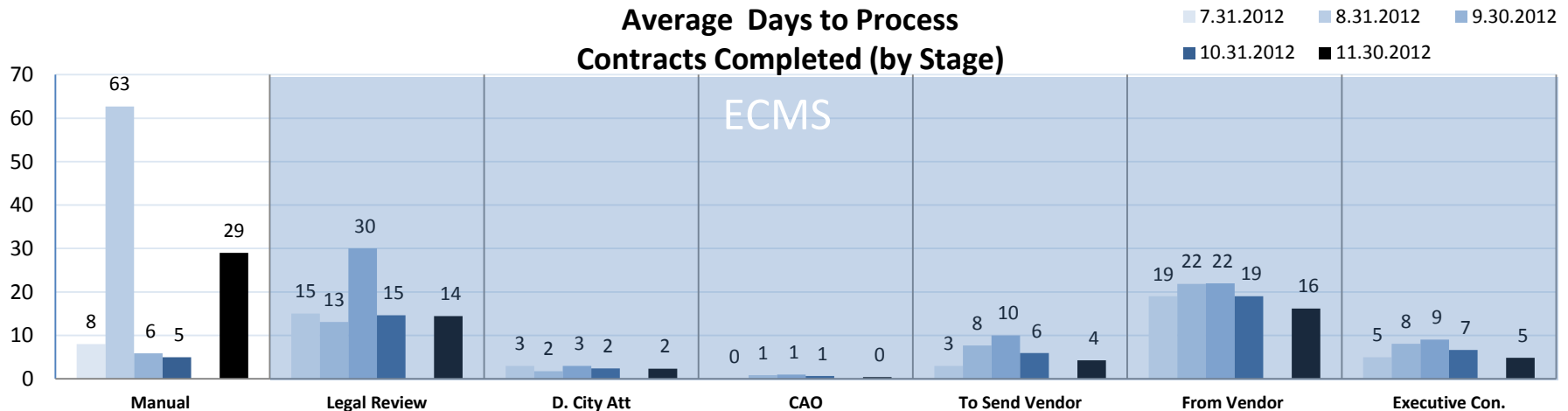
Contracts : All Contracts Executed by Period

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

The Average Time to Close Contracts During the Period at 47 Days Days. 52% of Contracts Were Closed in 30 Days or Less (80% Target)



Average Days to Process Contracts Completed (by Stage)



Contracts Awaiting Vendor Signature

Departments	Average of Days Waiting for Vendor	Number of Contracts
NEW ORLEANS BUILDING CORPORATION	224	1
BLIGHT & REVITALIZATION	199	1
FINANCE	54	2
PUBLIC LIBRARY	51	1
PUBLIC WORKS	41	2
HUMAN SERVICES	34	3
ECONOMIC DEVELOPMENT	31	2
EMD	29	6
CAO	27	2
HOMELAND SECURITY	15	5
Homeland Security Grant Approval	14	1
FIRE DEPARTMENT	14	1
POLICE DEPARTMENT	14	1
PROPERTY MANAGEMENT	13	1
HEALTH DEPARTMENT	11	2
LAW	10	3
CAPITAL PROJECT	9	3
OFFICE OF TECHNOLOGY & INNOVATION	4	2
NORD RECREATION DEPARTMENT	4	3
OFFICE OF CRIMINAL JUSTICE COORDINATOR	2	1
MAYOR	0	1
Grand Total	29	44

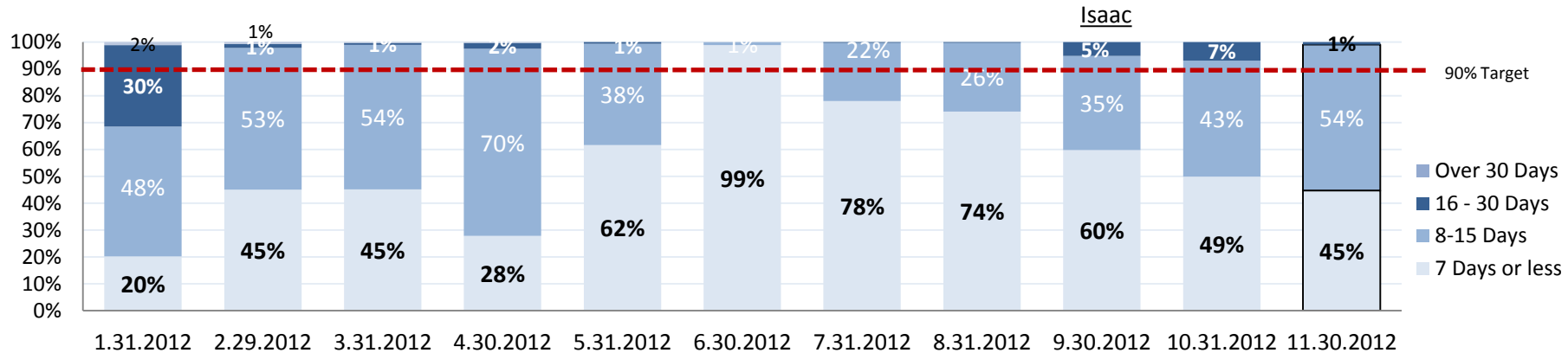
Note: Per policy memorandum 122R, each department/agency is responsible for reaching out to the vendor to obtain their signature after the law department sends the initial notification.

The Check: Accounts Payable

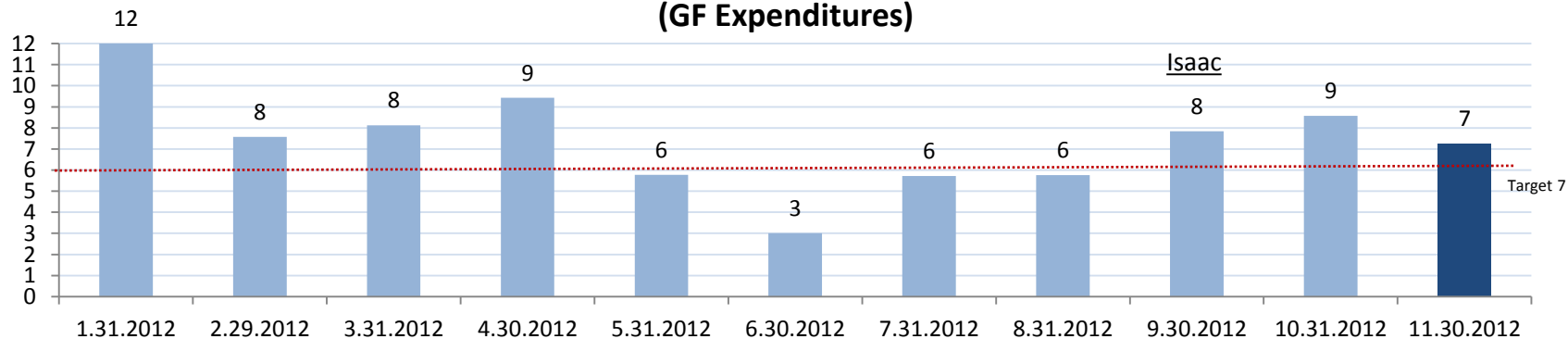
- General Fund Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
- Capital and Grants Expenditure Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
 - Detail Review (invoices in the pipeline)
 - CDBG Invoice Payments
 - DPW Payments
 - DPW Revolver Payments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

The Percentage of General Fund (and Agency) Payments Processed in 7 Days or Less at 45%

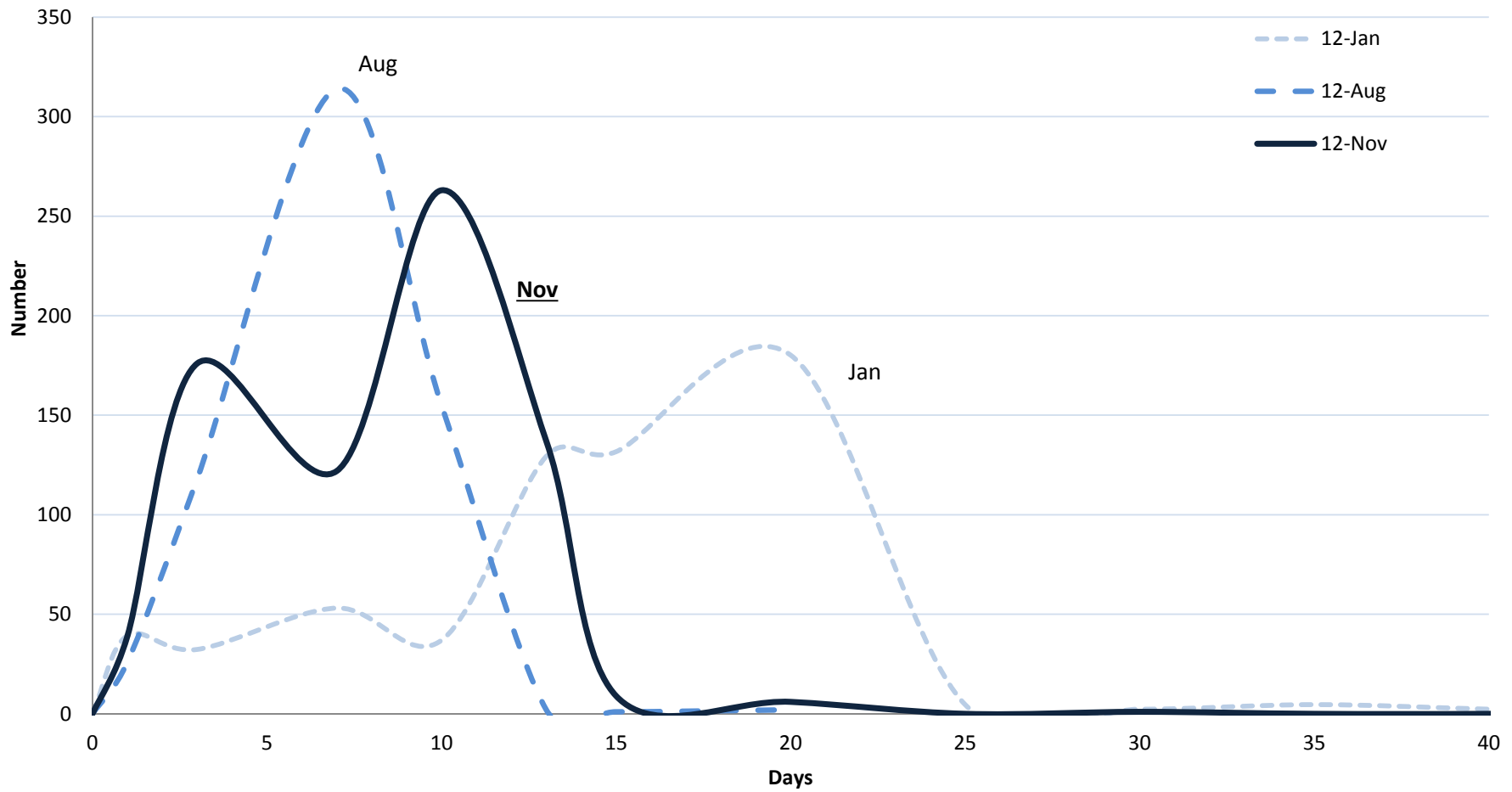
Working Days to Process General Funds and Agencies Check Payments by A/P Office for Periods Ending 1.31.2011 to 11.30.2012 (in %)



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

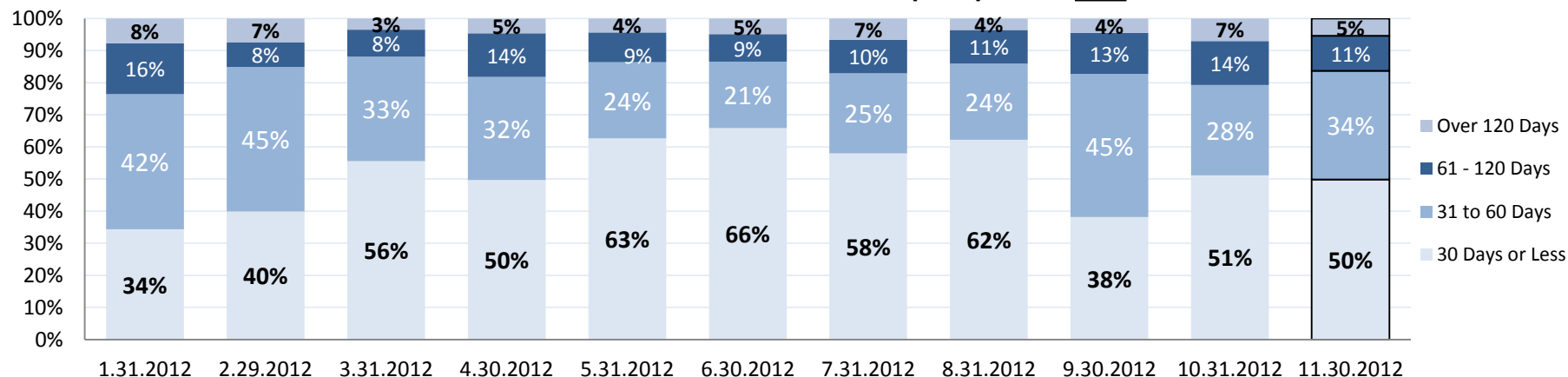


Distribution of Accounts Payable Processing GF Payments

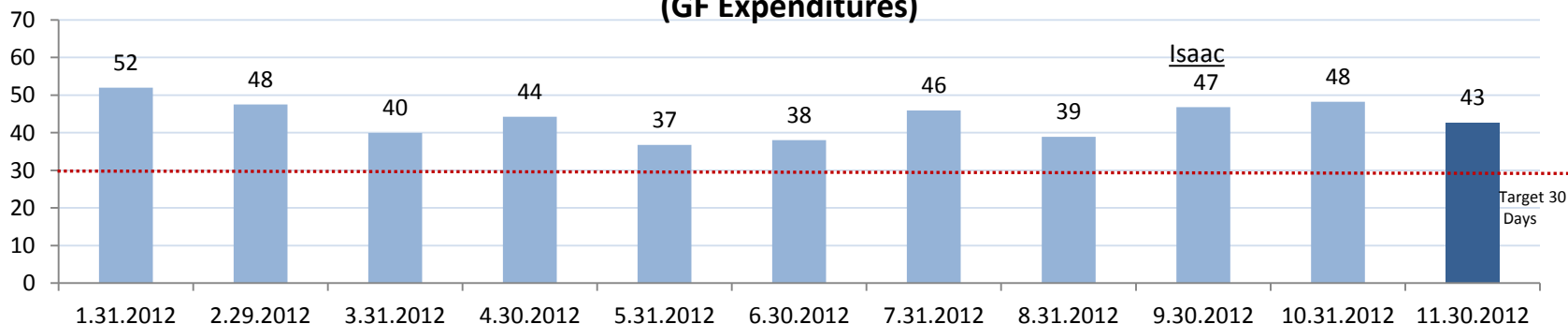


The Percentage of General Fund (and agency) Payments in 30 Days or Less at 50%

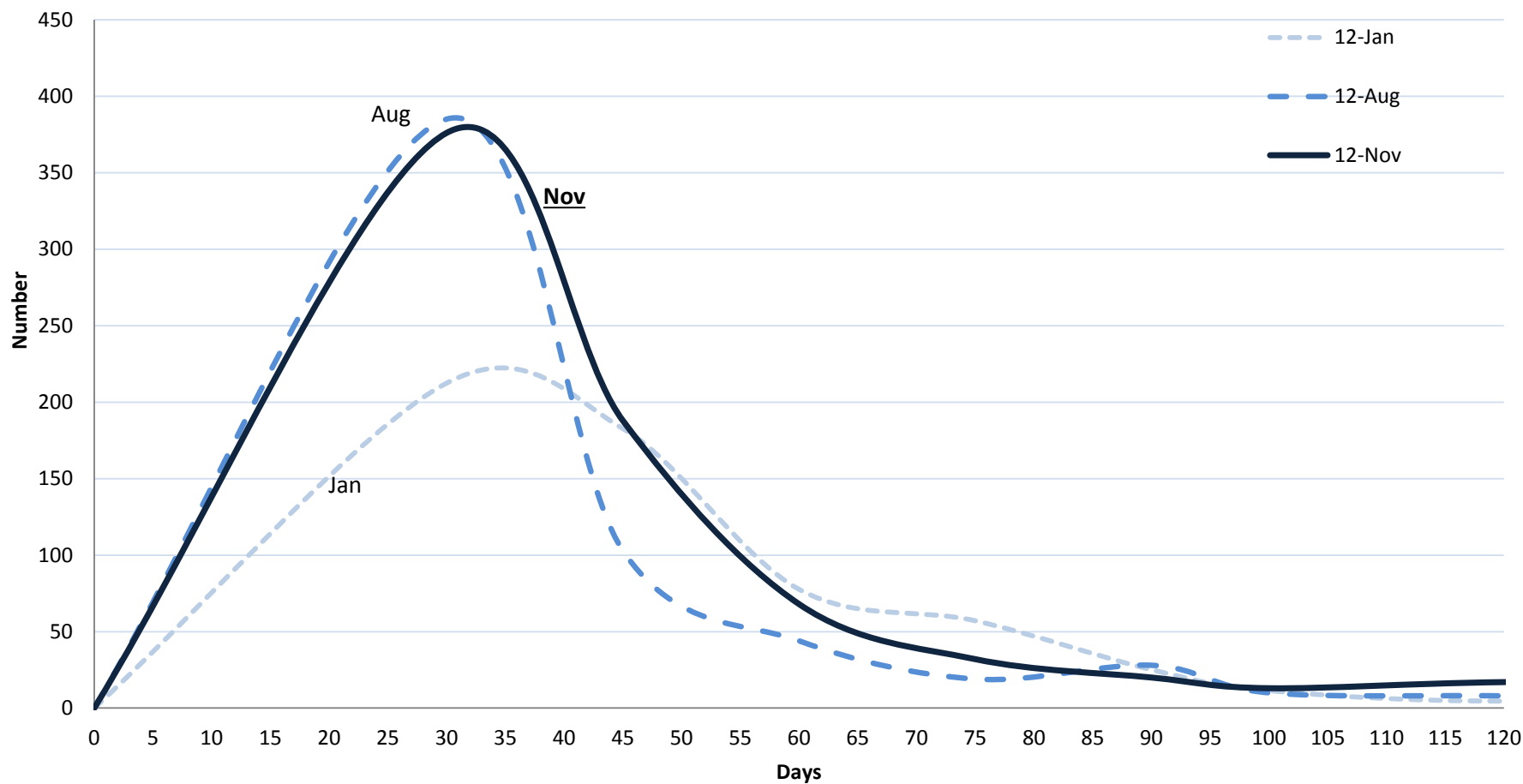
Percentage of Payments in Days From Invoice Date to
Payment for General Fund (or Agency) Expenditures for Periods Ending
1.31.2012 - 11.30.2012 (in %)



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

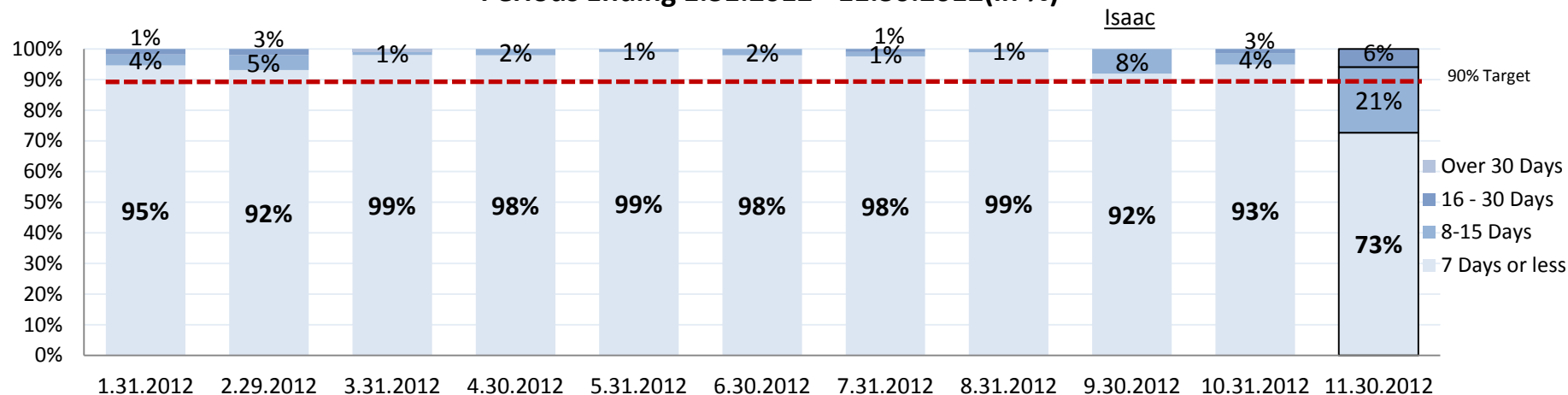


Invoice Date to Check Date Distribution for GF & Agency Payments

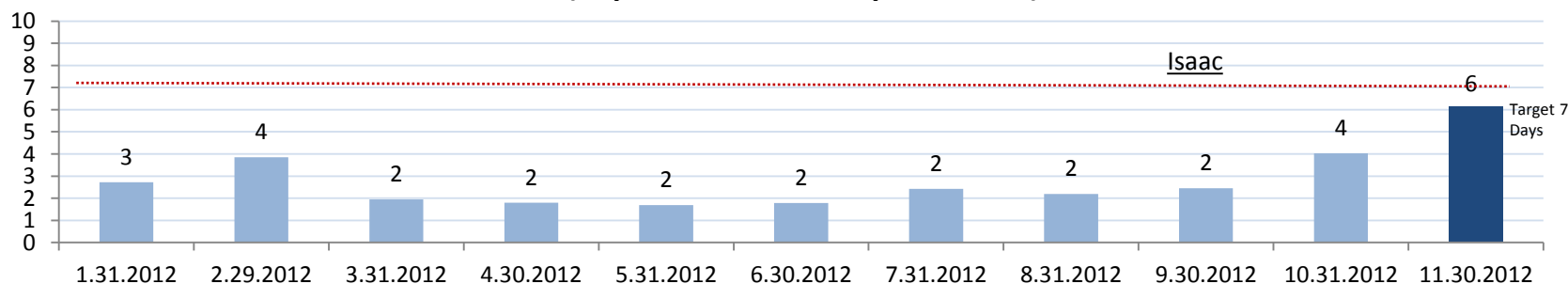


The Percentage of Capital and Grant Payments Processed in 7 Days Under the 90% Target

Working Days to Process Capital Expenditures and Grants Check Payments by A/P Office for Periods Ending 1.31.2012 - 11.30.2012(in %)

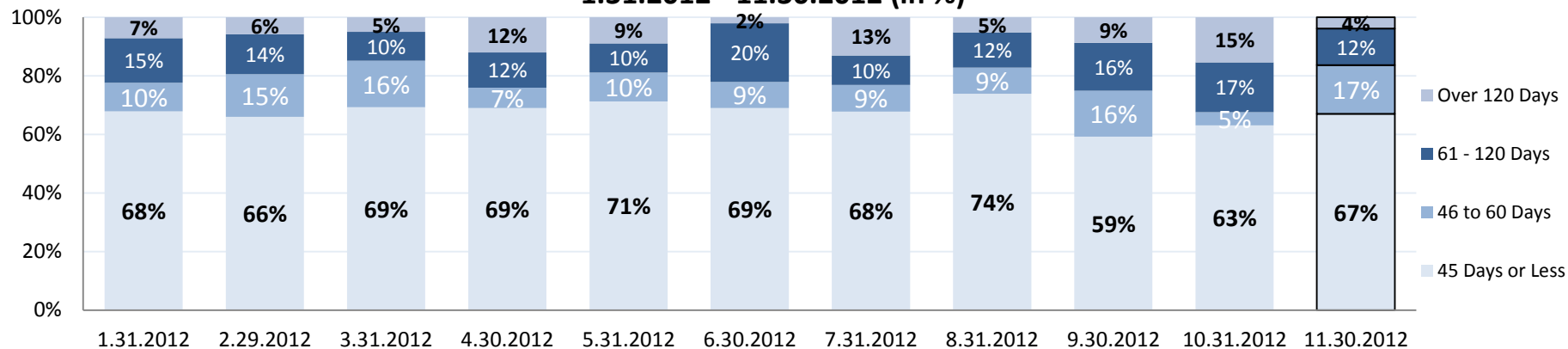


Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)

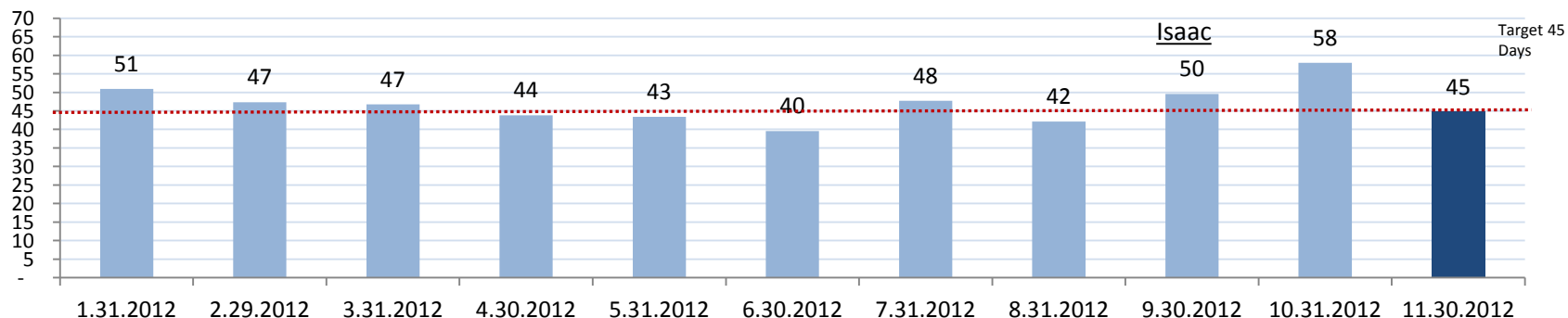


The Percentage of Capital and Grant Payments Made in 45 days or Less from Invoice at 67%

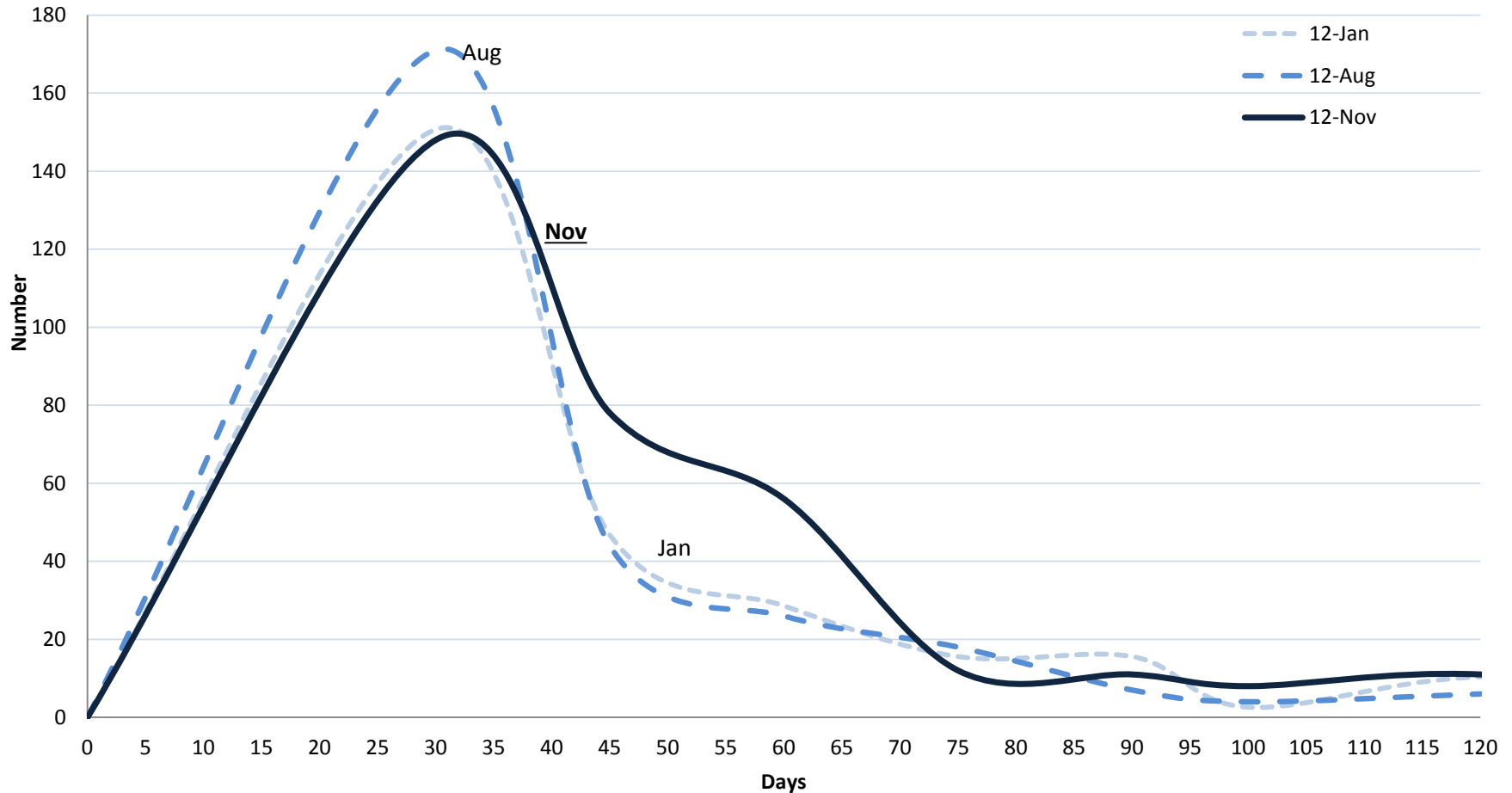
Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 1.31.2012 - 11.30.2012 (in %)






























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



Invoice Date to Check Date Distribution for Capital and Grants Payments



Results for General Fund (and Agencies) Payments Vouched from Invoice Between 8.31.2012 and 11.30.2012

						Issac			
				Four Month Average	August	September	October	November	
Department	<= 60	>60	Total Payments 4 Months	% >60 Days	% >60 Days	% >60 Days	% >60 Days	% >60 Days	Trend
EMD	74	43	117	37%	38%	21%	44%	39%	
HEALTH	31	17	48	35%	36%	12%	62%	43%	
OCD	25	12	37	32%	0%	40%	73%	33%	
LAW	66	28	94	30%	19%	41%	35%	20%	
ITI	72	25	97	26%	35%	18%	29%	16%	
POLICE	120	41	161	25%	39%	24%	22%	21%	
CAO	38	12	50	24%	20%	8%	44%	17%	
SANITATION	23	7	30	23%	25%	14%	22%	30%	
TREASURY	15	4	19	21%	33%	0%	14%	40%	
COUNCIL	112	26	138	19%	22%	17%	22%	16%	
AVIATION	358	77	435	18%	11%	27%	17%	14%	
REVENUE	42	9	51	18%	27%	13%	7%	21%	
PARKWAY AND PARK	99	21	120	18%	17%	12%	17%	24%	
MAYOR	172	36	208	17%	12%	12%	22%	22%	
PURCHASING	18	3	21	14%	0%		0%	33%	
FIRE	67	11	78	14%	0%	6%	14%	32%	
NORDC	224	36	260	14%	3%	27%	26%	8%	
PROPERTY MANAGEMENT	106	17	123	14%	17%	10%	20%	8%	
MOSQUITO CONTROL	78	12	90	13%	10%	14%	15%	20%	
PUBLIC WORKS	91	13	104	13%	9%	12%	19%	9%	
OFFICE OF HOMELAND SECURITY	14	2	16	13%	14%	0%	33%	0%	
HUMAN SERVICES	72	10	82	12%	10%	17%	7%	13%	
REGISTRAR OF VOTERS	15	2	17	12%	0%	0%	40%	0%	
LIBRARY	187	22	209	11%	6%	8%	16%	13%	
CORONER	45	4	49	8%	0%	0%	17%	8%	
RIVERGATE DEVELOPMENT CORP.	16	1	17	6%	20%	0%	0%	0%	
ACCOUNTING	19	1	20	5%	0%	0%	17%	0%	
OFFICE OF INSPECTOR GENERAL	63	1	64	2%	0%	6%	0%	0%	
EMS	62	0	62	0%	0%	0%	0%	0%	
FINANCE	12	0	12	0%	0%	0%	0%	0%	
Other (Less than 12 in 4 months)	98	32	130	25%	18%	35%	20%	22%	
	2,434	525	2,959	18%	14%	18%	21%	16%	

Source :Accounts Payable Collected between August and November 2012

Results for Capital and Grants Payments Vouched from Invoice Date Between 8.31.2012 and 11.30.2012

Department	<= 60	>60	Total Payments 4 Months	Four Month Average	August	Issac September	October	November	Trend
				% >60 Days	% >60 Days	% >60 Days	% >60 Days	% >60 Days	
PUBLIC WORKS	52	63	115	55%	38%	55%	73%	50%	
NORD	5	3	8	38%	0%	100%	33%	100%	
LIBRARY	14	5	19	26%	9%	100%		20%	
FIRE	6	2	8	25%	0%	0%	0%	100%	
CAPITAL PROJECTS	131	44	175	25%	24%	38%	22%	17%	
HEALTH	204	56	260	22%	18%	15%	35%	18%	
OCD	354	71	425	17%	16%	22%	27%	7%	
HOMELAND SECURITY	54	6	60	10%	0%	0%	15%	27%	
ECONOMIC DEVELOPMENT	24	2	26	8%	8%				
CRIMINAL JUSTICE	11	0	11	0%	0%	0%	0%	0%	
Other (Less than 8 in 4 months)	33	2	37	5%	18%	20%	0%	7%	
	888	254	1144	22%	17%	27%	32%	16%	

* DPW deterioration in performance in August and September is the result of staffing issues (project manager turnover)

CDBG Invoices: Several Invoices Remain Over the 60 Days Goal

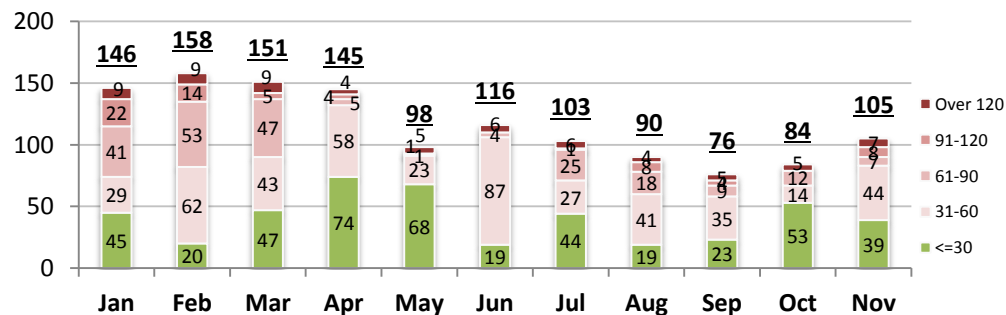
Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
01 PM to Send to Owning Department	7	6			3	16
03 Owning Department to Send to Accounting	4	4		5		13
04 Accounting to Approve	1	2				3
08 State DRU to Send to State Finance	5	6				11
09 State Finance to Pay City	11	18	7	1	1	38
10 Payment to Hit City's Bank	8			1		9
11 City to Cut Check	3	8		1	3	15
Total	39	44	7	8	7	105

Reasons for Delay					
Dispute with the vendor		13		5	4
Not processed timely					1
With the State		13	4	1	1
Contract being processed					
Other					
Paid as of 11.13.2012		18	3	2	1

Over
60
days

Over
30
days

OCD Aging of Invoices in the Pipeline by Period



DPW City Invoices: Several Invoices Remain Over the 60 Days Goal

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver	6					6
Finance to Cut Check	1					1
Finance to Release Check		2	5			7
Invoice on Hold	16	3			1	20
Grand Total	23	5	5	0	1	34

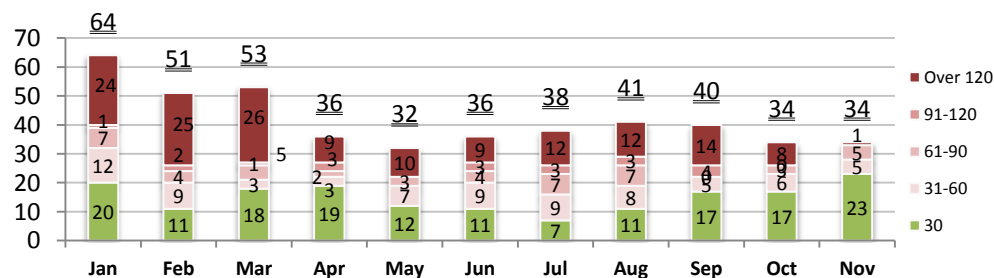
Over 60 days

Over 30 days

Reasons for Delay

Dispute with the vendor					
Goods received at a later date /					
Services were not rendered					
Invoice was misplaced / not processed timely					
Contract being processed					
Other*		3	5		1
Paid by 12.13.2012		2			

DPW City: Aging of Invoices in the Pipeline by Period



Information obtained from DPW Department 12.5.2012 and 12.14.2012

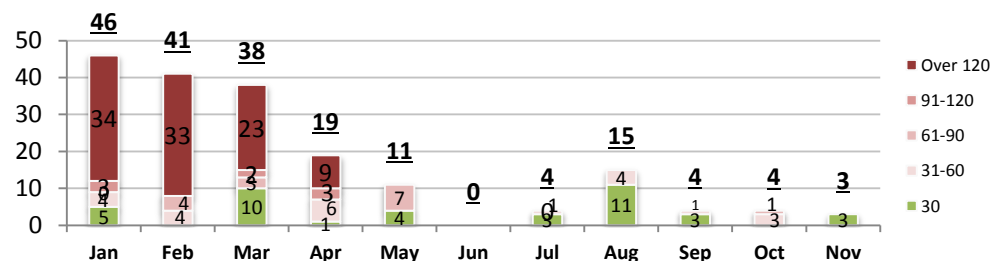
DPW Revolver Invoices : All Invoices Over 60 days Have Been Paid

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
03 Department to Create Receiver	1					1
04 Department to Deliver to Finance	1					1
06 Finance to Send to State	1					1
Grand Total	3	0	0	0	0	3

Over
60 daysOver
30 days

Reasons for Delay					
Dispute with the vendor					
Goods received at a later date / Services were not rendered					
Invoice was misplaced / not processed timely					
Amendment/Contract being processed					
Other					
Paid as of 12.13.2012					

DPW Revolver: Aging of Invoices in the Pipeline by Period



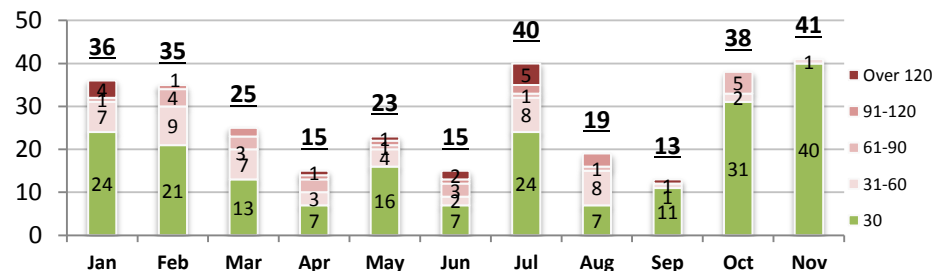
Information obtained from DPW Department 12.5.2012 and 12.14.2012

Capital Projects City Invoices: All Invoices Over 60 days Have Been Paid

Processing Stage	Age					Total	Over 60 days
	<=30	31-60	61-90	91-120	Over 120		
Finance to Cut Check	34					34	
Invoice on Hold	6	1				7	
Total	40	1	0	0	0	41	Over 30 days

Reasons for Delay						
Dispute with the vendor						
Goods received at a later date / Services were not rendered						
Invoice was missplaced / not processed timely						
Contract being processed						
Other		1				
Paid by 12.13.2012						

Capital City : Aging of Invoices in the Pipeline by Period



Information obtained from CPA 12.5.2012 and 12.14.2012

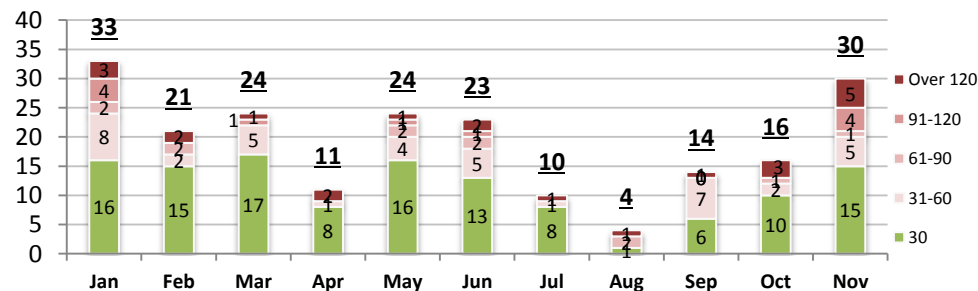
Capital Projects Revolver Invoices: Several Invoices Over 60 Days Remain Unpaid

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Finance to Send to State	15	4	1		1	21
Invoice on Hold		1		4	4	9
Total	15	5	1	4	5	30

Over
60
daysOver
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		1		4	2
Other					
12.13.2012		4	1		1

Capital Revolver: Aging of Invoices in the Pipeline by Period



Information obtained from CPA 12.5.2012 and 12.14.2012

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?