



CITY OF NEW ORLEANS

ReqtoCheck**STAT**

***Reporting Period: May 1 – May 31th***

## **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.

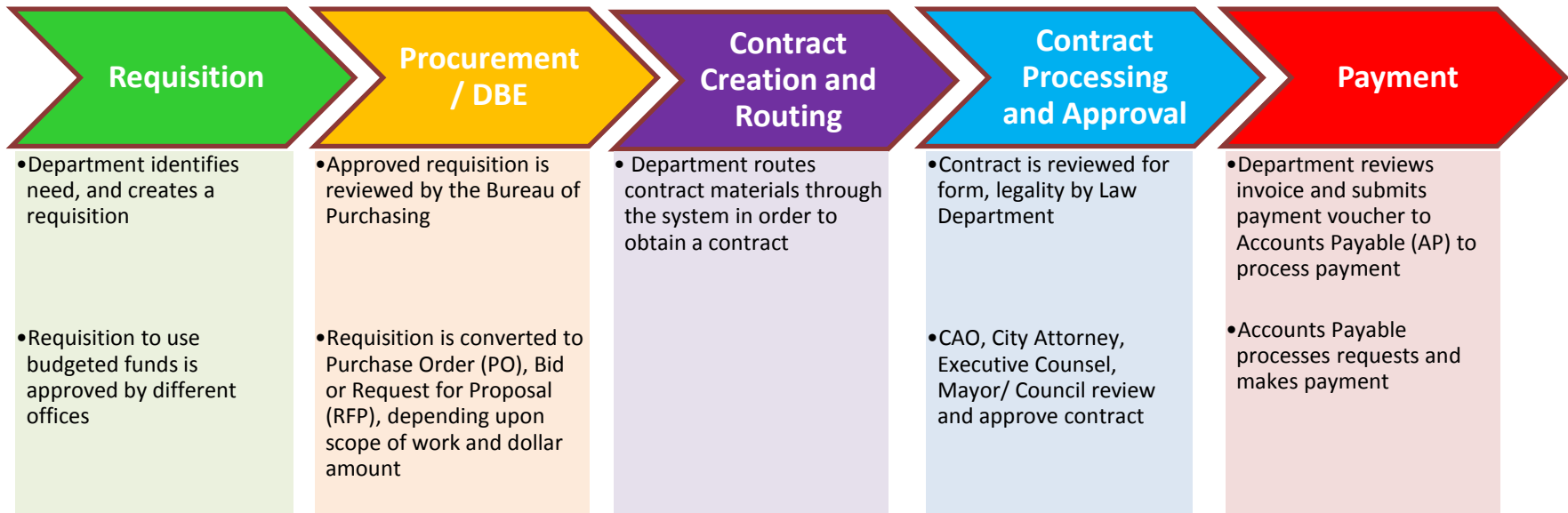
## **What is ReqtoCheckStat?**

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

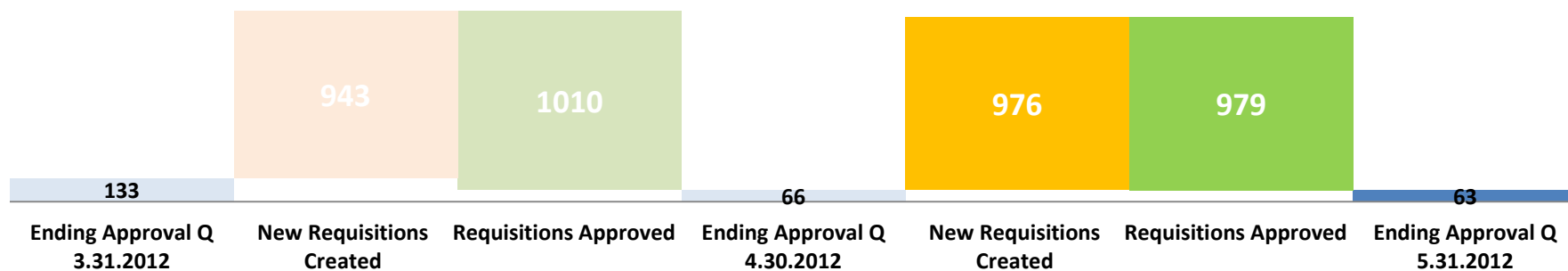


# Requisition Approval

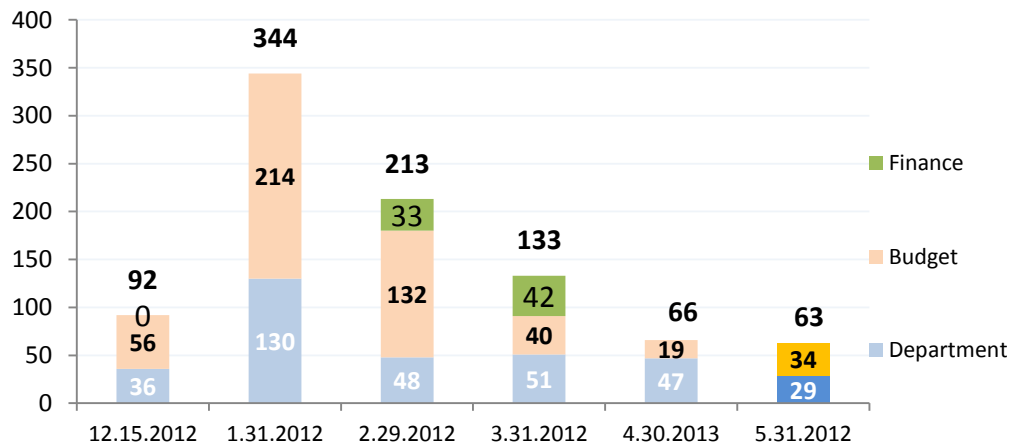
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level
- Approval Time of Requisitions

## Approval Queue at 63 Requisitions as of 5.31.2012

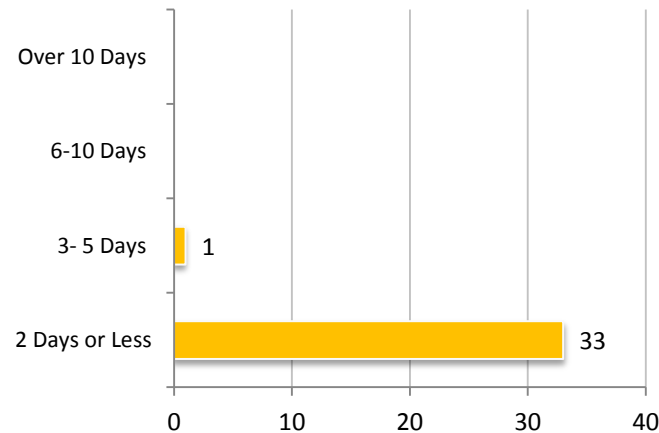
### General Fund Requisition Approval Queue Ending 5.31.2012



### Requisitions in Q to be Approved

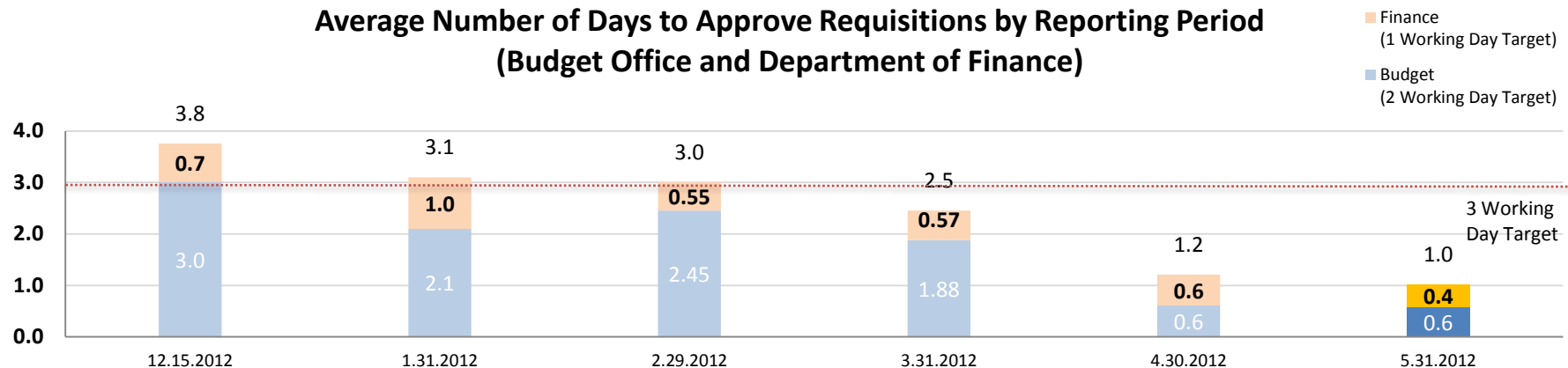


### Requisitions in Q Budget Office



## Number of Days to Approve Requisitions

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



Budget						
	2011	2012				
Days to Approve	12.15.2011	1.31.2012	2.29.2012	3.31.2012	4.30.2012	5.31.2012
2 or less	61%	71%	53%	74%	96%	96%
3 Days	6%	9%	15%	8%	3%	2%
4-5 Days	12%	9%	25%	11%	1%	1%
6-10 Days	17%	10%	7%	6%	0%	1%
11-15 Days	4%	1%	0%	1%	0%	0%
Over 15 Days	0%	0%	0%	0%	0%	0%

Finance						
	2011	2012				
Days to Approve	12.15.2011	1.31.2012	2.29.2012	3.31.2012	4.30.2012	5.31.2012
1 or less	99%	85%	99%	97%	96%	100%
2 Days	0%	7%	1%	2%	2%	0%
3-5 Days	1%	8%	0%	1%	2%	0%
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

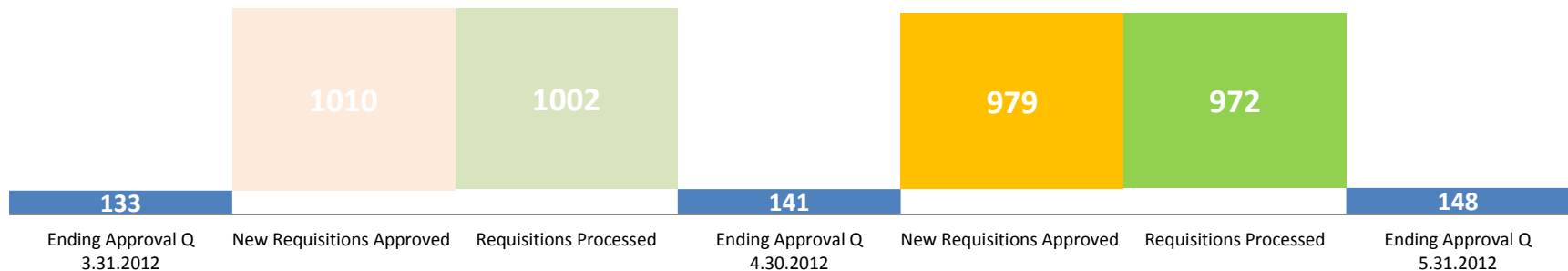
Payment

# 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 148

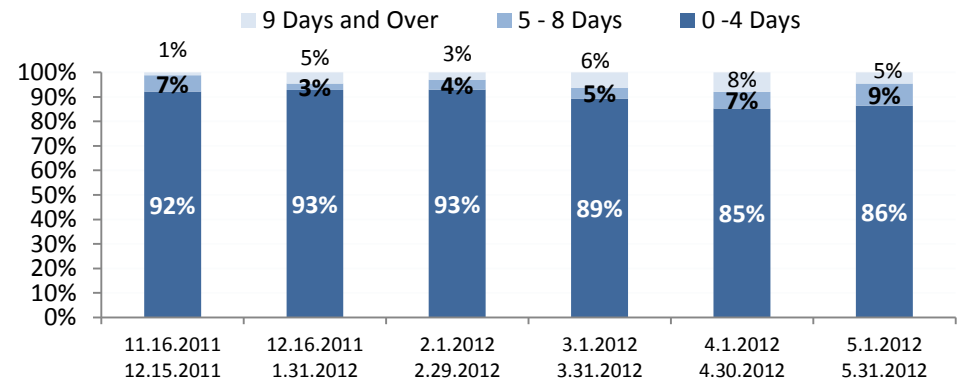
### Bureau of Purchasing Requisition Processing General Fund for Period Ending 5.31.2012



Status of Reqs Awaiting Buyer Processing	
Status	Count
Completed as of 6.12.2012	68
Need Contract	69
Waiting for Support	10
Process by Procurement	1
<b>Grand Total</b>	<b>148</b>

Waiting for Support	
Status	Count
Economic development	2
Public works	2
Property mgmt.	2
Nord	1
Parks & parkways	1
Police	1
Aviation board	1
<b>Grand Total</b>	<b>10</b>

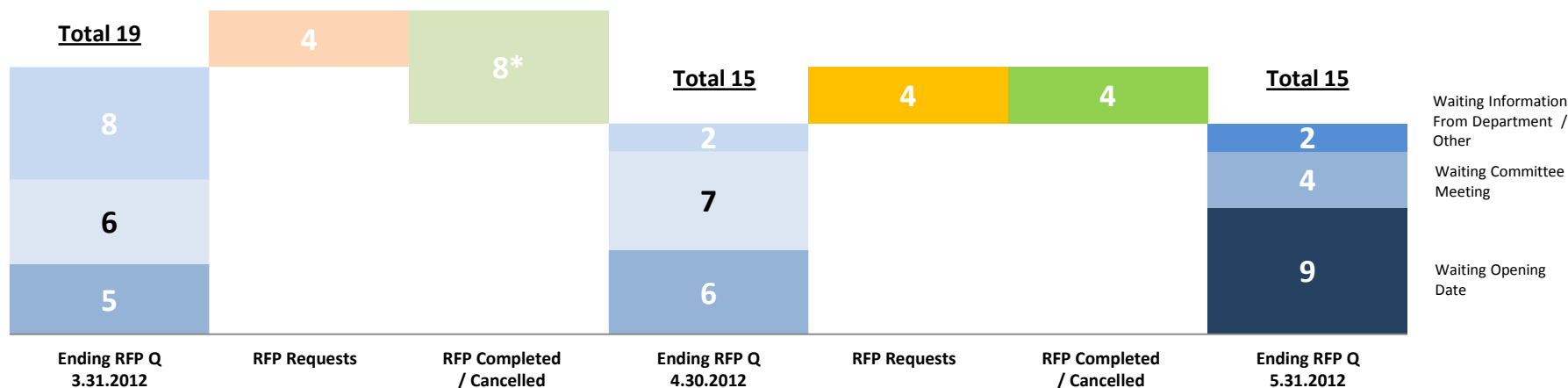
### The Bureau of Purchasing Processed Requisitions in Four Days or Less 86% of the Time (Average 930 POs per month)



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

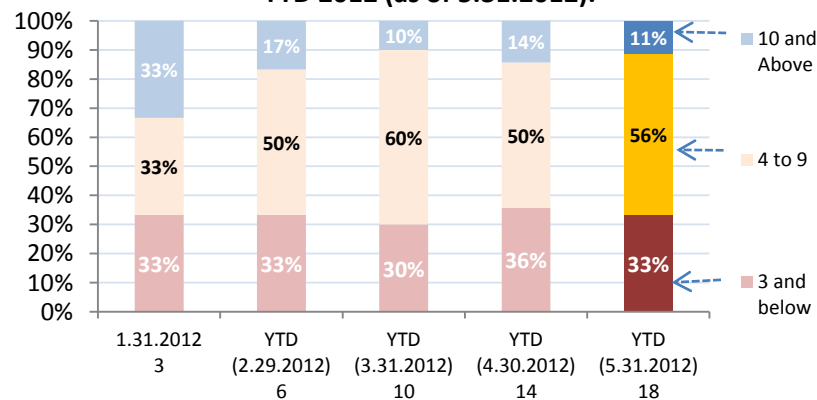


## The Number of RFPs in Process Remained at 15 as of 5.31.2012



\* Includes cancelled RFPs for which proposals were not received

### Number of Proposals Received for RFPs Completed YTD 2012 (as of 5.31.2012).



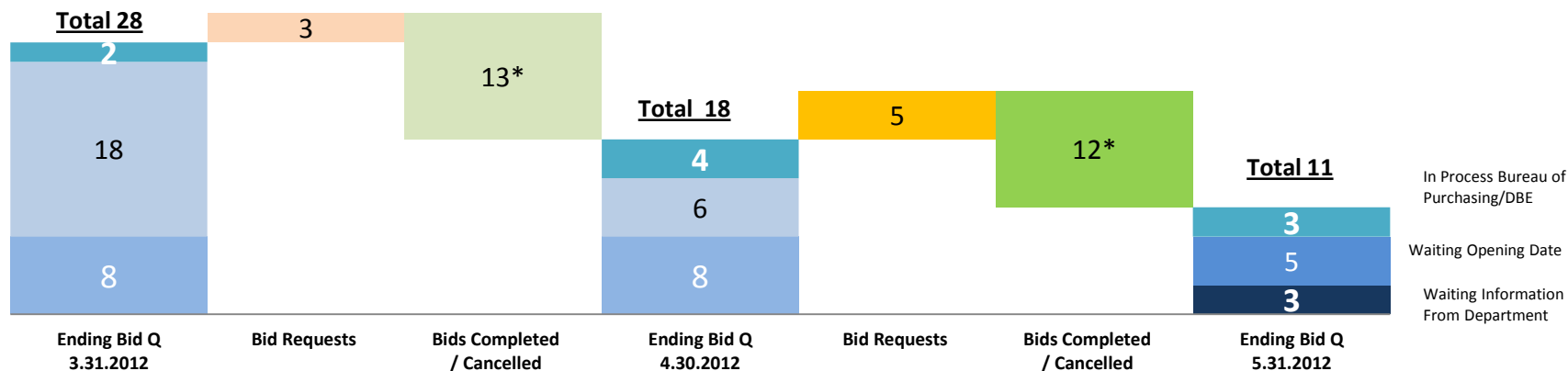
### Awaiting Committee Meeting

Department	Brief Description
French Market Corp	Multi-Use Parking Facility
CAO	Group Term Life/Accidental Death & Dismemberment Plan
Police	Survey
Public Works	Curbside Management & Enforcement

### Waiting on Support / Response from Departments

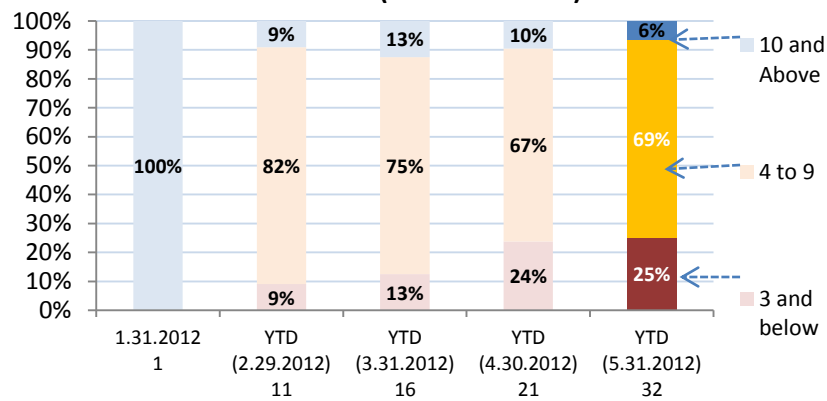
Department	Brief Description	Comment
Neighborhood 1	Online Auction Services N.O. East	Awaiting Decision
Aviation Board	Airport pavement condition index study	Awaiting Decision

## The Number of Bids in Process Decreased to 11 as of 5.31.2012



\* Includes cancelled Bids for which proposals were not received

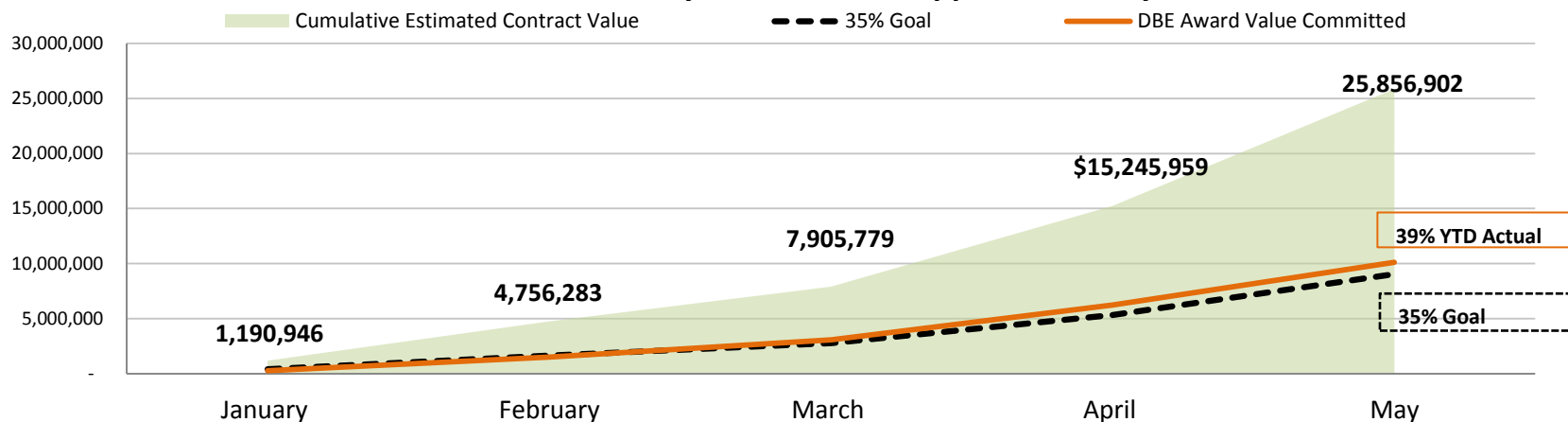
### Number of Proposals Received for Bids completed YTD 2012 (as of 5.31.2012)



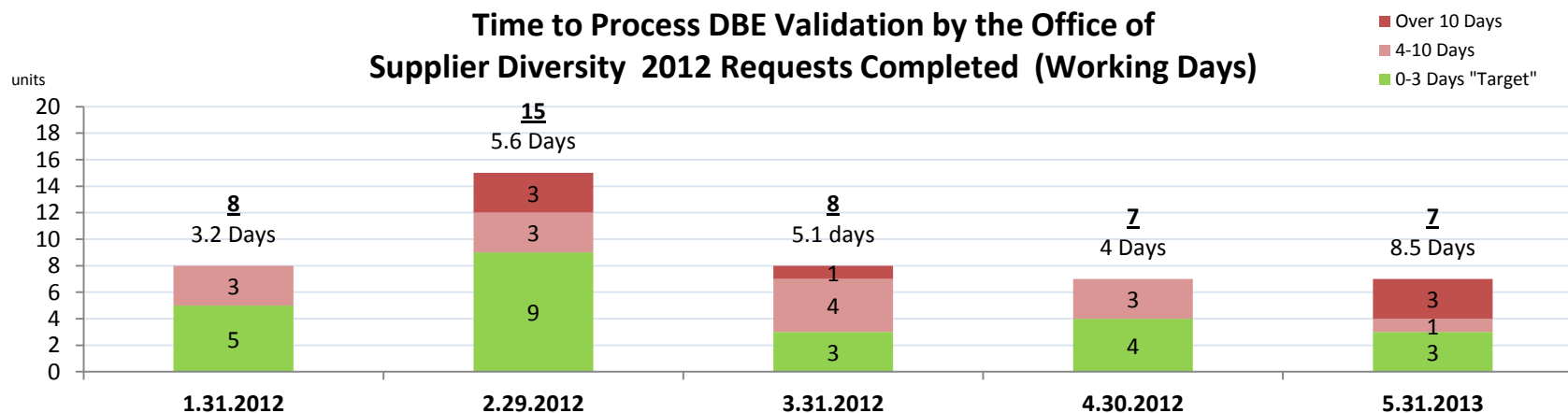
Awaiting on Department		
Department	Brief Description	Comment
Homeland Security	Two Chemical ID Devices	Need to be awarded or canceled
Capital	Bodenger Playground	Need bid recommendation
Aviation Board	Taxiway Golf Extension East	Need bid recommendation

## Cumulative YTD Percentage of DBE Committed Award Value as of 5.31.2012

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



### 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

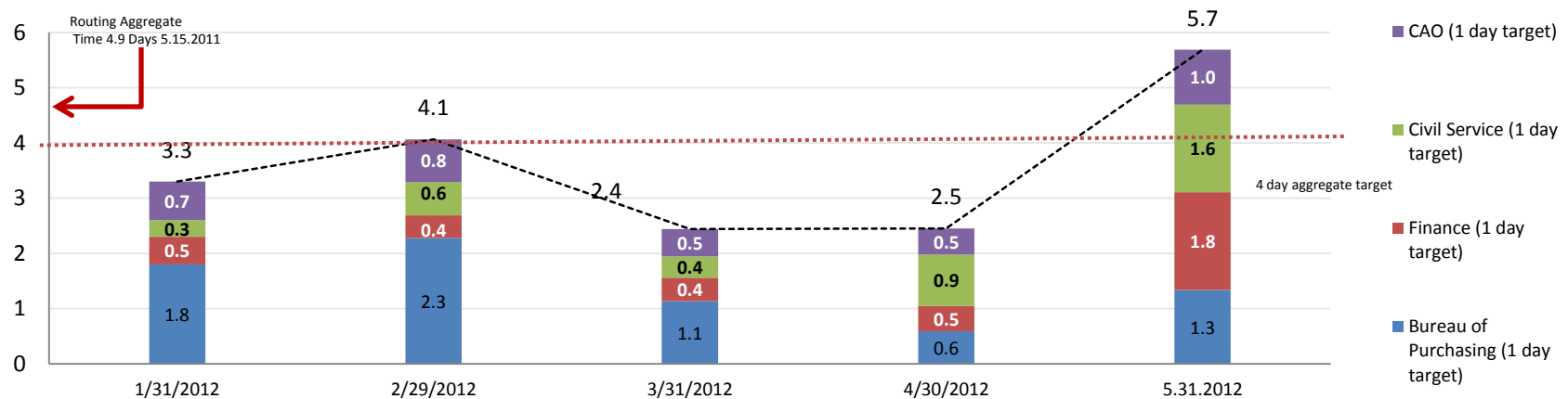
Payment

# Contract Package Routing

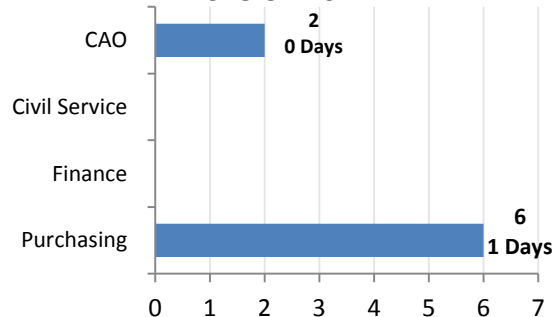
- Average Contract Routing Time

## 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 5.31.2012



CAO Distribution Approval			
Days to Approve	3.31.2012	4.30.2012	5.31.2012
0-1 Days	93%	91%	91%
2- 3 Days	7%	9%	7%
4-7 Days	0%	0%	1%
Over 8 Days	0%	0%	1%

Civil Service Distribution Approval			
Days to Approve	3.31.2012	4.30.2012	5.31.2012
0-1 Days	97%	93%	61%
2- 3 Days	3%	7%	31%
4-7 Days	0%	0%	8%
Over 8 Days	0%	0%	0%

Finance Distribution Approval			
Days to Approve	3.31.2012	4.30.2012	5.31.2012
0-1 Days	93%	93%	74%
2- 3 Days	7%	2%	3%
4-7 Days	0%	5%	23%
Over 8 Days	0%	0%	0%

Bureau of Purchasing Distribution Approval			
Days to Approve	3.31.2012	4.30.2012	5.31.2012
0-1 Days	78%	88%	76%
2- 3 Days	16%	9%	19%
4-7 Days	1%	3%	3%
Over 8 Days	5%	0%	2%



Requisition

Procurement /  
DBE

Contract Creation  
and Routing

Contract  
Processing and  
Approval

Payment

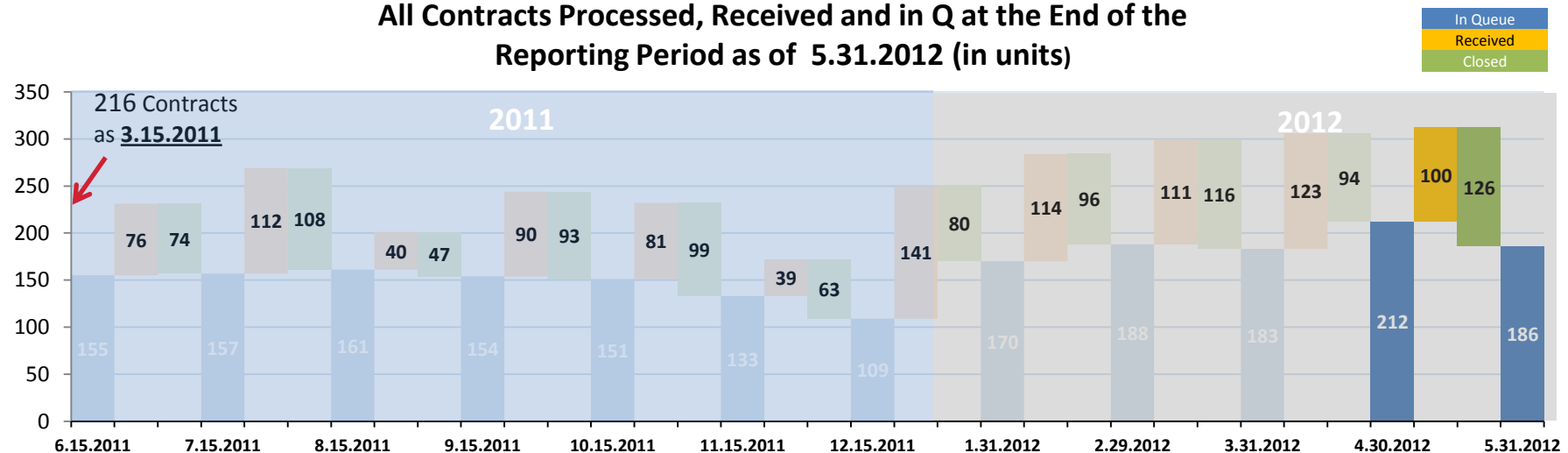
# Contract Approval Process

- Contract Processing and Approval

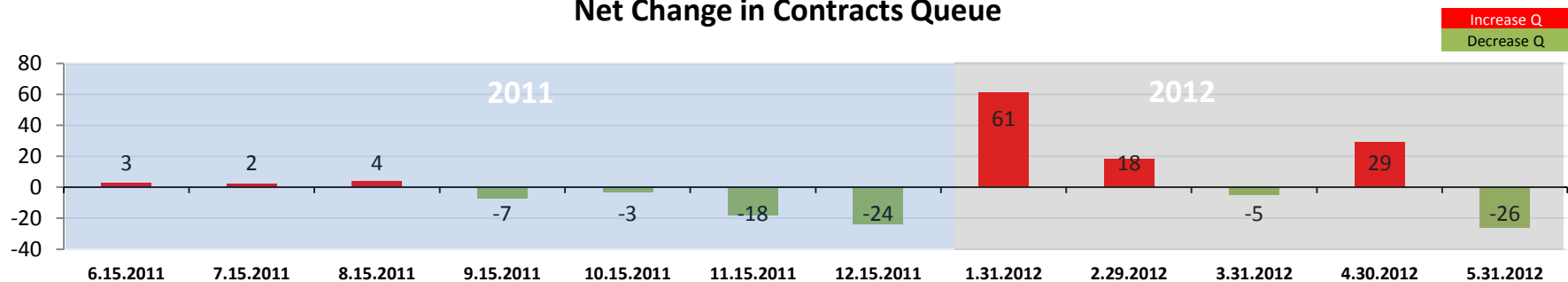
## Contracts: All Contracts Processed, Received and in Queue 6.15.2011 – 5.31.2012

(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 5.31.2012 (in units)



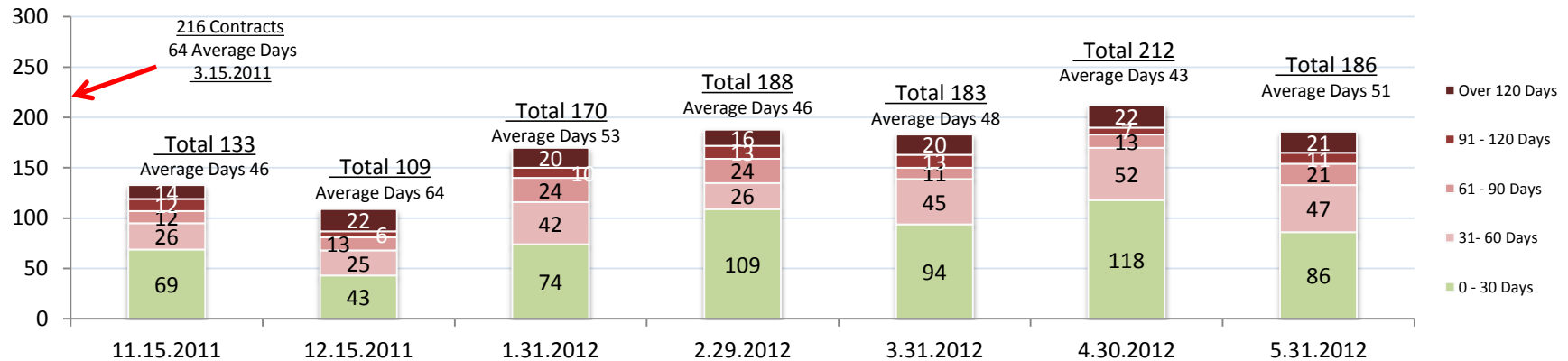
Net Change in Contracts Queue



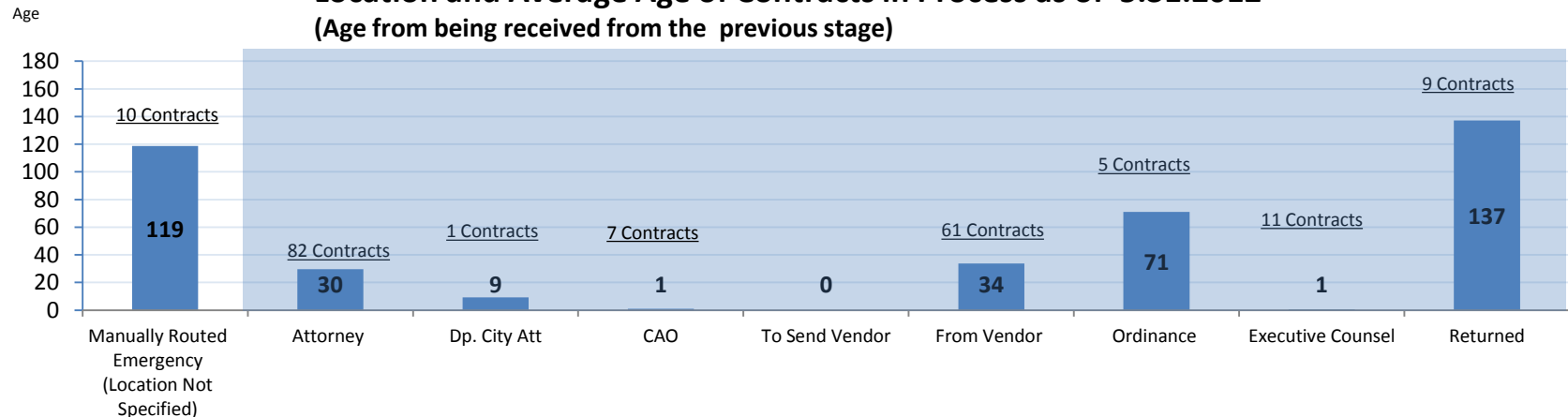
## Contracts : All Contracts in Process by Period

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

### The Average Age of Contracts Awaiting Processing Increased to 51 Days



### Location and Average Age of Contracts in Process as of 5.31.2012 (Age from being received from the previous stage)



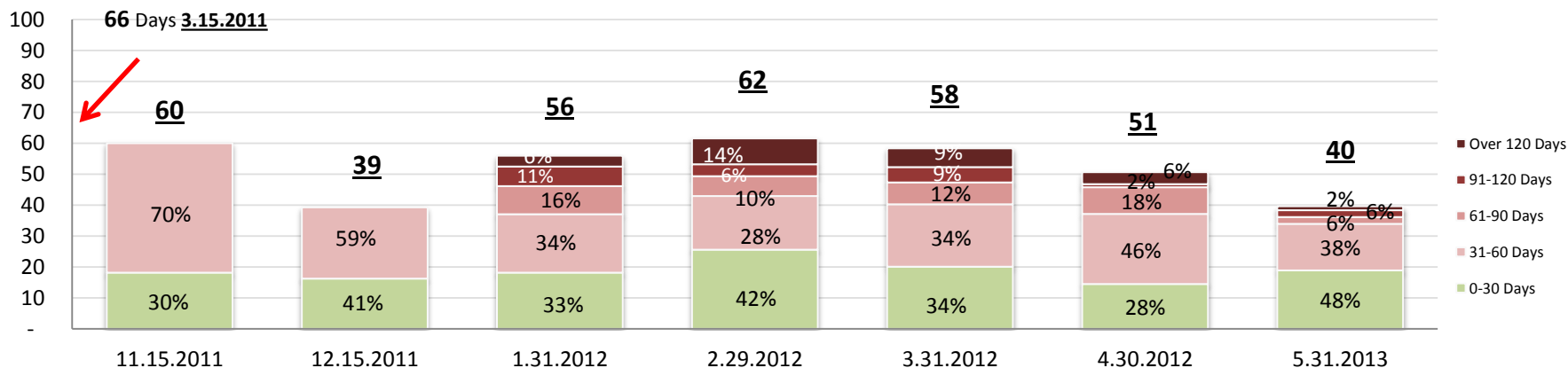
Source : Contract Management System ECMS 5.31.2012



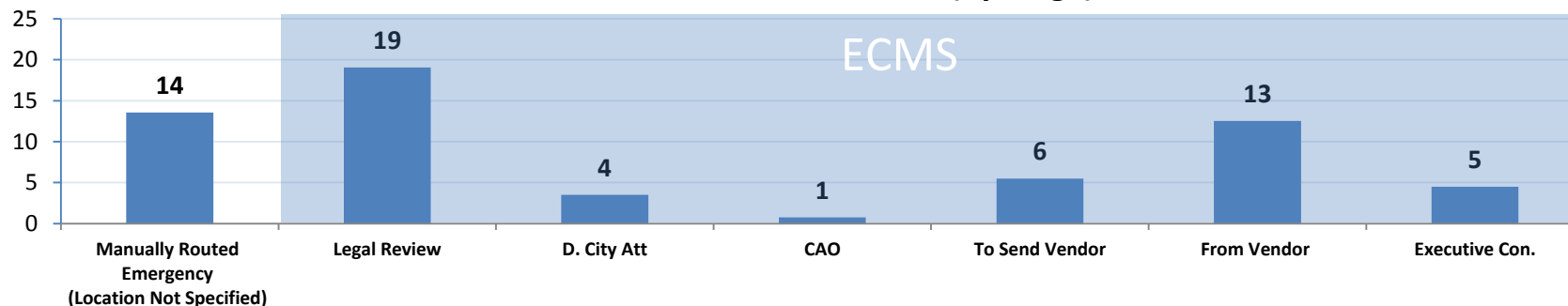
## Contracts : All Contracts Executed by Period

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

**The Average Time to Close Contracts During the Period Decreased to 40 Days from 51 Days. 48% of Contracts Were Closed in 30 Days or Less (80% Target)**



## Average Days to Process Contracts Completed During the Period 5.1.2012 - 5.31.2012 (by Stage)



Source : : Contract Management System ECMS 5.31.2012

## Contracts Awaiting Vendor Signature

Department	Count	Average Age
AVIATION	3	-
BLIGHT & REVITALIZATION	1	16
CAPITAL PROJECT	2	8
City Council	1	-
CIVIL SERVICE	2	10
DISASTER CDBG UNIT	1	16
FACILITIES, INFRASTRUCTURE AND COMMUNITY DEVELOPMENT	1	1
FINANCE	2	7
FIRE DEPARTMENT	1	8
HEALTH DEPARTMENT	3	35
HOMELAND SECURITY	6	38
HUMAN SERVICES	1	5
LAW	1	43
MAYOR	1	36
NORD RECREATION DEPARTMENT	14	28
OFFICE OF TECHNOLOGY & INNOVATION	1	21
PROPERTY MANAGEMENT	10	94
PUBLIC WORKS	6	19
REGISTER OF VOTERS	1	-
SANITATION DEPARTMENT	3	29
<b>Grand Total</b>	<b>61</b>	<b>34</b>

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.

Source : : Contract Management System ECMS 5.31.2012



Requisition

Procurement

Contract Creation  
and Routing

Contract  
Processing and  
Approval

Payment

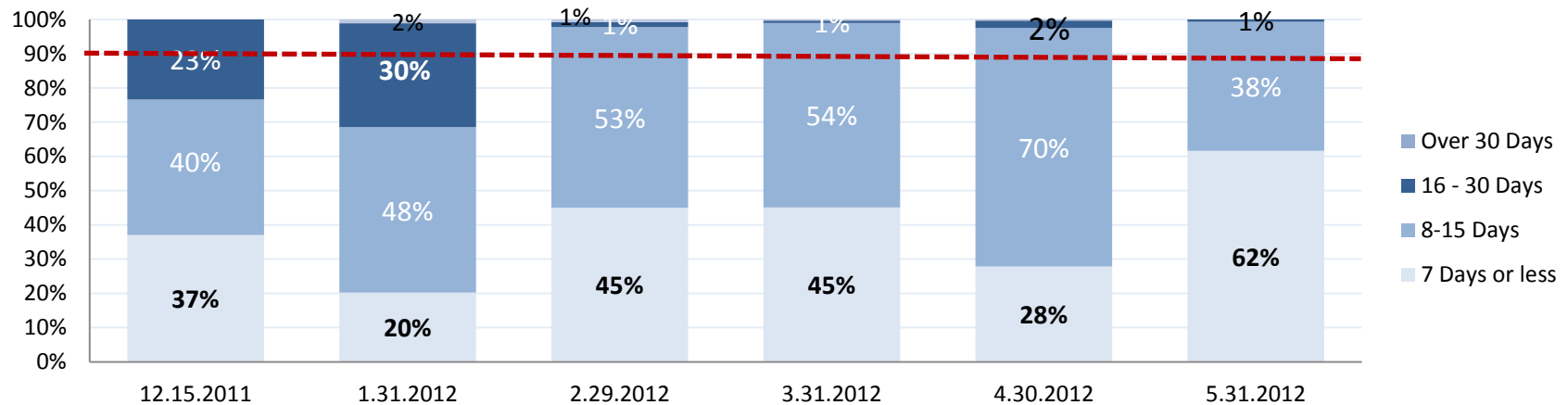
# The Check: Accounts payable

- 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

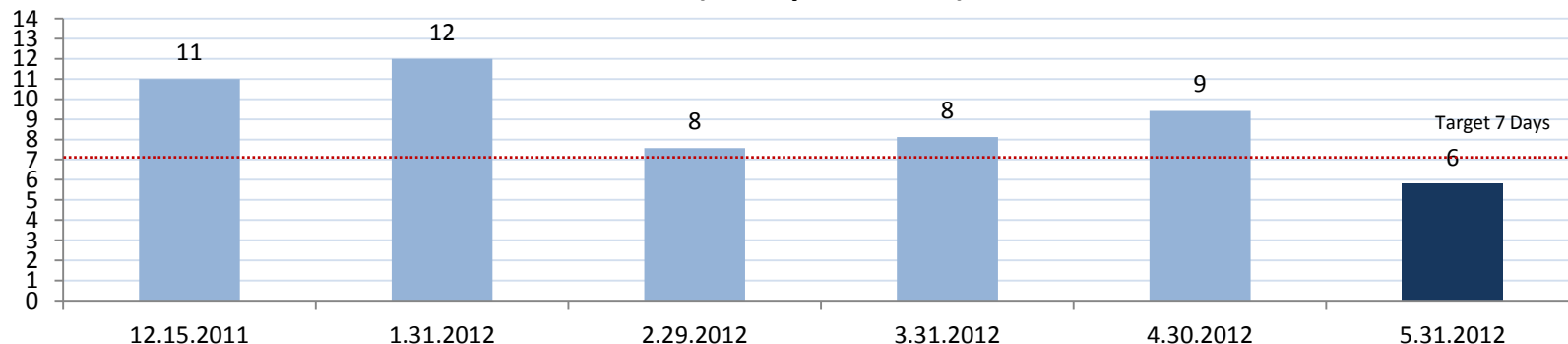
## The Percentage of General Fund (and Agency) Payments Processed in 7 Days or Less Increased to 62%

### Working Days to Process General Funds and Agencies Check Payments by A/P Office for Periods Ending 12.15.2011 to 5.31.2012 (in %)

Sample 286 selections 95% confidence level +/-5



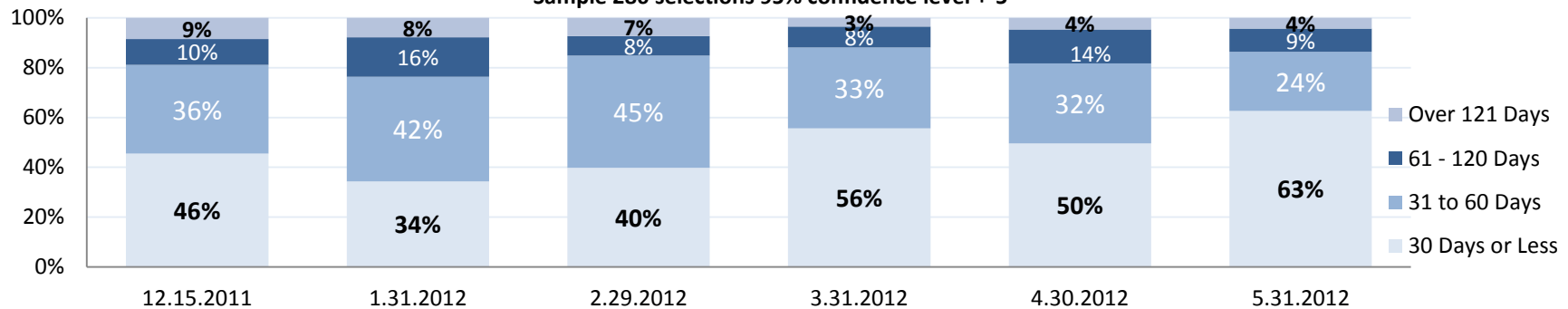
### Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



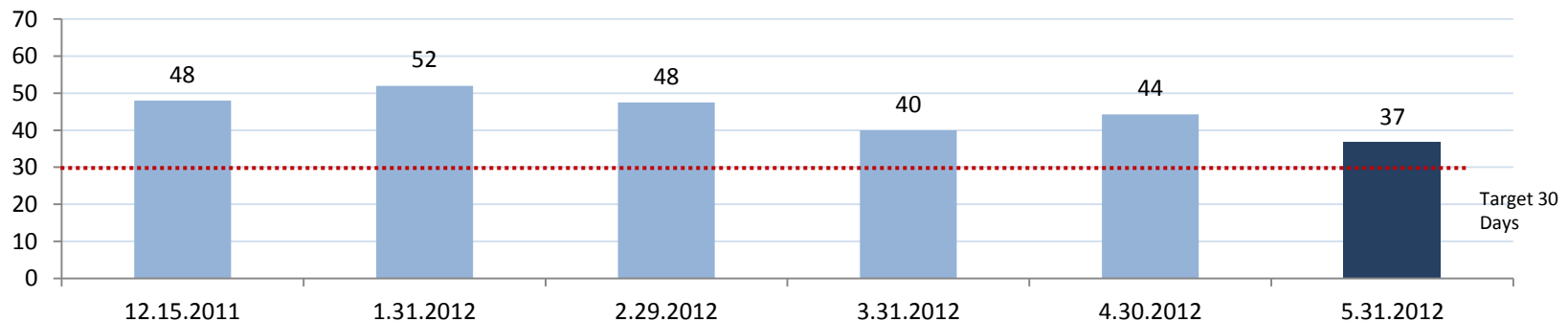
## The Percentage of General Fund (and agency) Payments in 30 Days or Less Decreased to 63% in the Current Period

### Percentage of Payments in Days From Invoice Date to Payment for General Fund (or Agency) Expenditures for Periods Ending 12.15.2011 - 5.31.2012 (in %)

Sample 286 selections 95% confidence level +/-5



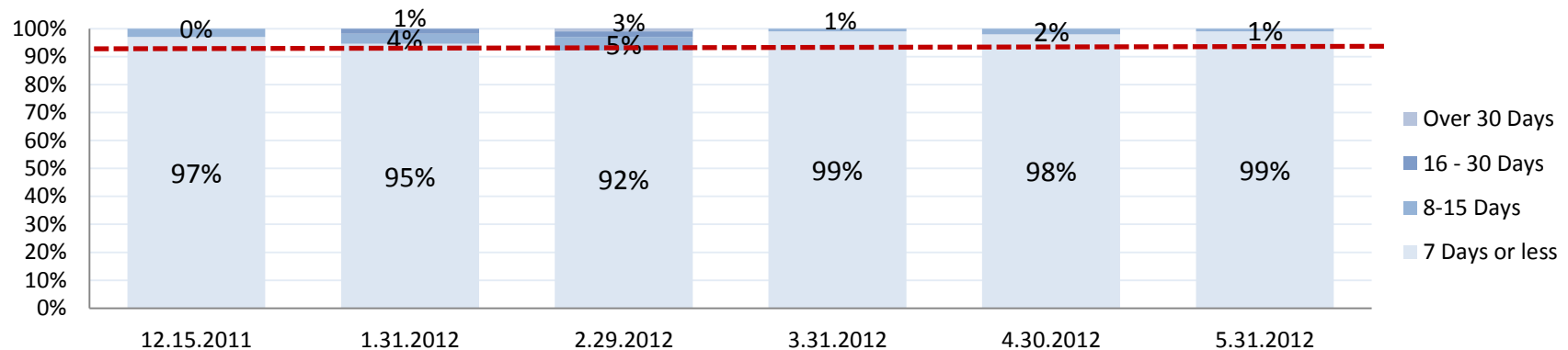
### Average Number of Days to Pay Invoices From Invoice Date (GF Expenditures)



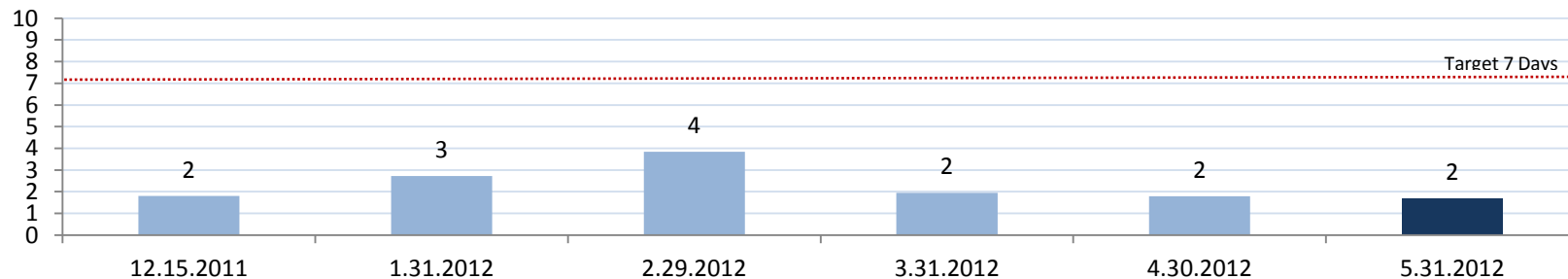
## The Percentage of Capital and Grant Payments Processed in 7 Days or Less Remains Over the 90% Target

### Working Days to Process Capital Expenditures and Grants Check Payments by A/P Office for Periods Ending 12.15.2011 - 5.31.2012(in %)

Sample 100 selections 90% confidence level +-10



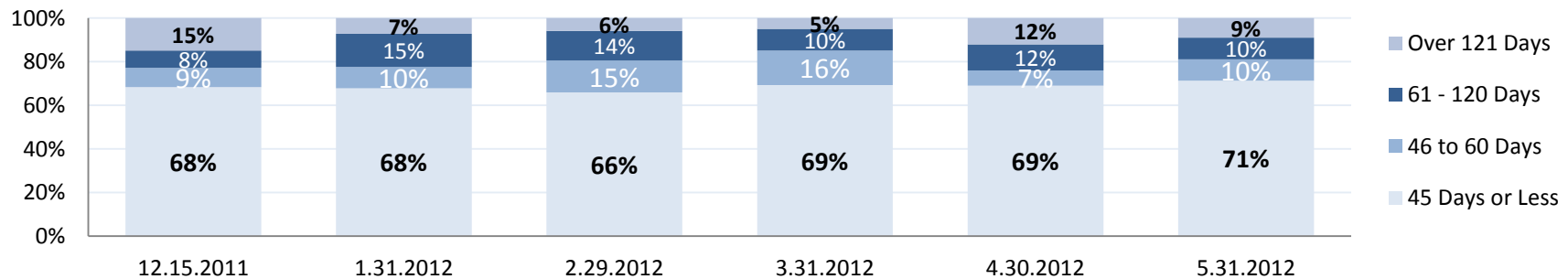
### Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)



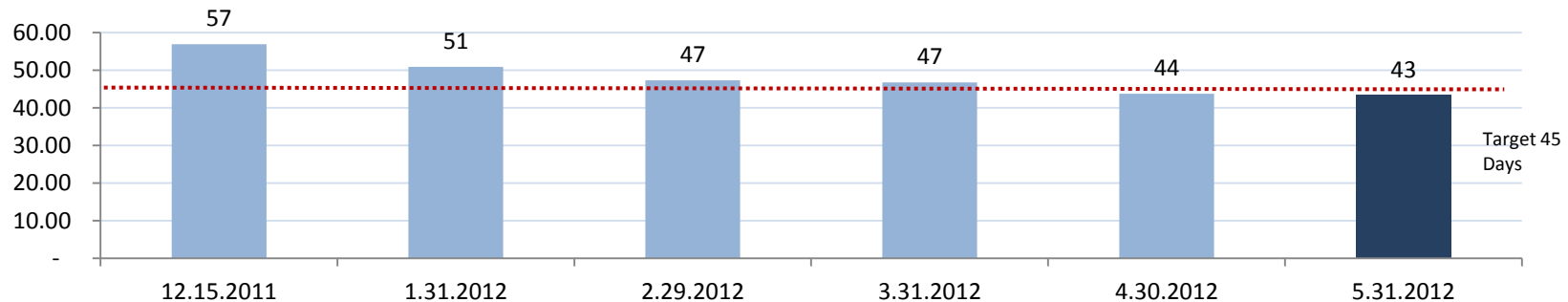
## The Percentage of Capital and Grant Payments Made in 45 days or Less from Invoice Date Increased to 71%, from 69% in the Prior Period

### Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 12.15.2011 - 5.31.2012(in %)

Sample 100 selections 90% confidence level +-10



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



## Sample Results for Payments Vouched Between 5.1.2012 – 5.31.2012

Sample 300 Selections 95% Confidence level +-5

General Fund & Agencies		Over 60 Days		
Department	No	Yes	Grand Total	(**) % Dep. Late
COUNCIL	12	0	12	0%
DPW	12	0	12	0%
AVIATION	30	2	32	6%
OTHER DEPARTMENTS	66	7	73	10%
LAW	9	1	10	10%
FLEET	8	1	9	11%
ITI	8	1	9	11%
REVENUE	8	1	9	11%
OFFICE OF THE MAYOR	24	4	28	14%
PROPERTY	12	2	14	14%
FIRE	12	3	15	20%
LIBRARY	26	7	33	21%
NORDC	7	2	9	22%
MOSQUITO	6	2	8	25%
POLICE	9	3	12	25%
PARKS	10	5	15	33%
Total	259	41	300	14%

Sample 101 Selections 90% Confidence level +-10

Capital & Grants		Over 60 Days		
Department	No	Yes	Grand Total	(**) % Dep. Late
HEALTH	9	0	9	0%
MAYOR	8	0	8	0%
OCD	26	2	28	7%
MOSQUITO CONTROL	7	1	8	13%
OTHER DEPARTMENTS	4	1	5	20%
DPW	13	5	18	28%
CAPITAL PROJECTS	11	6	17	35%
HOMELAND SECURITY	4	4	8	50%
Total	82	19	101	19%

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



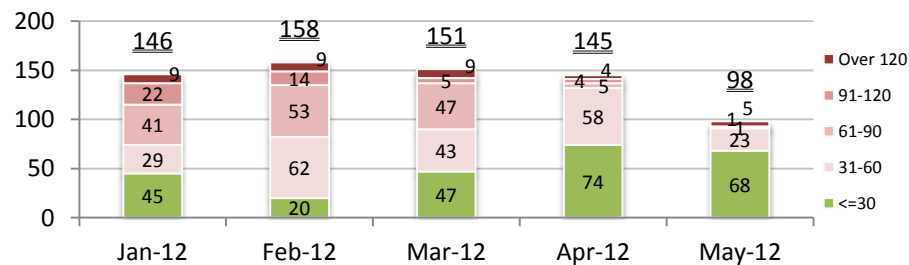
## CDBG Payments : Only a Few Outliers Over 60 Days

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Send to Owning Department	4	1				5
Owning Department to Send to Accounting	3					3
Accounting to Approve	9	1				10
State DRU to Send to State Finance	9	5				14
State Finance to Pay City	40	4		1	2	47
Payment to Hit City's Bank	3	7				10
City to Cut Check		4	1		3	8
Pre-Invoice Tracking Implementation		1				1
Grand Total	68	23	1	1	5	98

Over  
60  
daysOver  
30  
days

Reasons for Delay						
Dispute with the vendor		1			3	
Not Processed Timely				1	2	
With the State (Average 20 Days )		10				
Contract being processed						
Other						
Paid as of 6.12.2012		12	1			

### OCD Aging of Invoices in the Pipeline by Period



## A Number of Invoices in the 120 days Category are Waiting For Contracts to be Routed

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve	4	3	1		6	14
Department to Create Receiver	8	4	2		3	17
Finance to Release Check					1	1
Grand Total	12	7	3	0	10	32

Over 60  
days

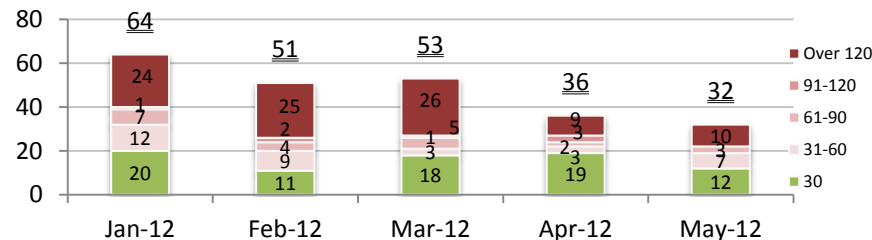
Over 30  
days

Reasons for Delay					
Dispute with the vendor					
Goods received at a later date / Services were not rendered					
Invoice was misplaced / not processed timely					
Amendment/Contract being processed		3	1		8
Other		3**	2*		2*
Paid by 6.12.2012		1			

\* 4 invoices over 61 days old are pending reimbursement from the State or SWB. DPW looking elsewhere to expedite payment on these invoices.

\*\* 3 invoices between 31-60 days old required new Reqs for either a vendor address change, or conversion from an old PG to a new PC. Currently processing all 3 invoices.

**DPW City: Aging of Invoices in the Pipeline by Period**



Information obtained from Quickbase (DPW Department) 6.1.2012 – 6.12.2012

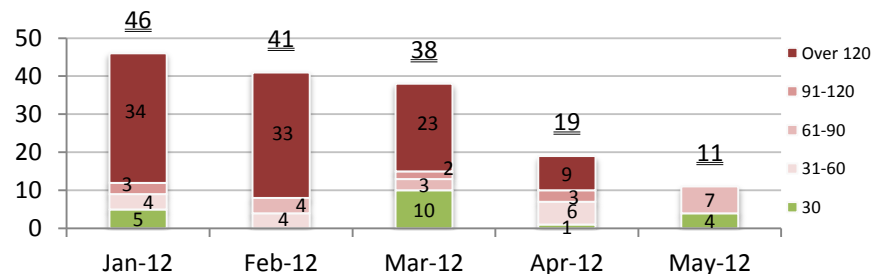
## No Outstanding DPW Revolver Invoices are Greater than 90 Days

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve						0
Department to Create Receiver	1					1
State to Send to Hancock	1					1
Finance to Receive from Department	1		1			2
Department to Deliver to Finance	1		6			7
<b>Grand Total</b>	<b>4</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>11</b>

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					
<b>Paid by 6.12.2012</b>	<b>4</b>		<b>7</b>		

**DPW Revolver: Aging of Invoices in the Pipeline by Period**



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

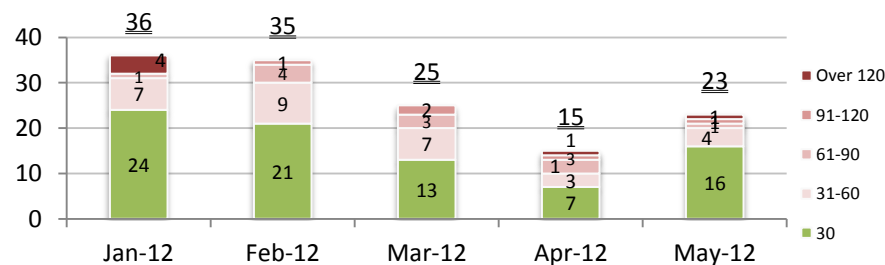
Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver	2					2
Finance to Receive from Department	1					1
Finance to Cut Check	11	1				12
Finance to Release Check	2	3	1	1	1	8
<b>Grand Total</b>	<b>16</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>23</b>

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		1			
Contract being processed					
Other		1	1	1	1
Paid by 6.12.2012		2			

**Capital City: Aging of Invoices in the Pipeline by Period**

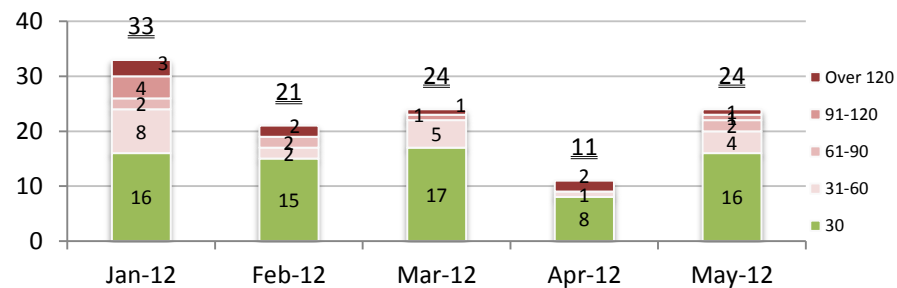


## Capital Projects Maintains Good Track Record Paying Revolver Invoices on Time

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver			1	1		2
Finance to Receive from Department		1				1
Finance to Send to State	9	2				11
State to Send to Hancock	7	1	1		1	10
<b>Grand Total</b>	<b>16</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>24</b>

Reasons for Delay					
Dispute with the vendor			1		
Goods received at a later date / Services were not rendered					
Invoice was misplaced / not processed timely					
Contract being processed		2			
Other		1		1	1
Paid 6.12.2012		1	1		

**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?