



CITY OF NEW ORLEANS

ReqtoCheckSTAT

Reporting Period: June 1 – June 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.

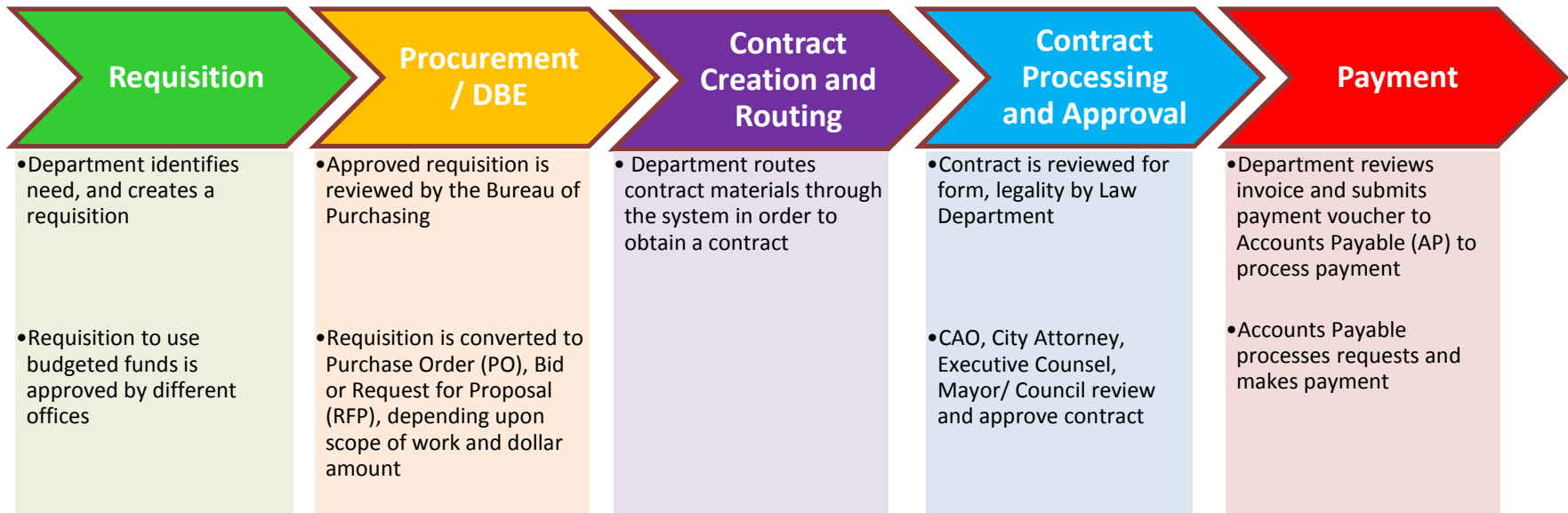
What is ReqtoCheckStat?

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?

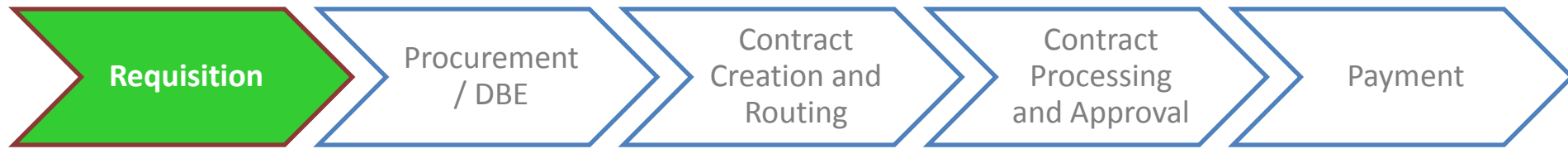
These meetings are open to the public. Members of the public are invited to submit questions, which will be addressed by City officials.

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

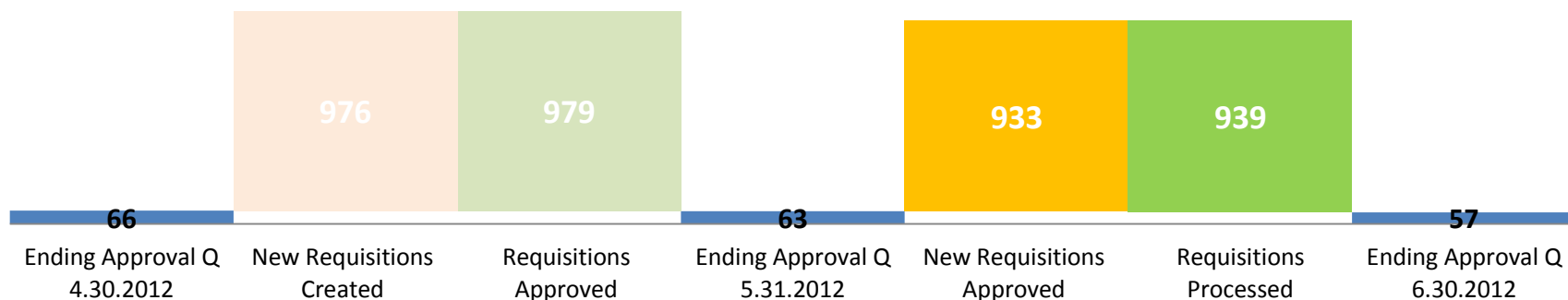


Requisition Approval

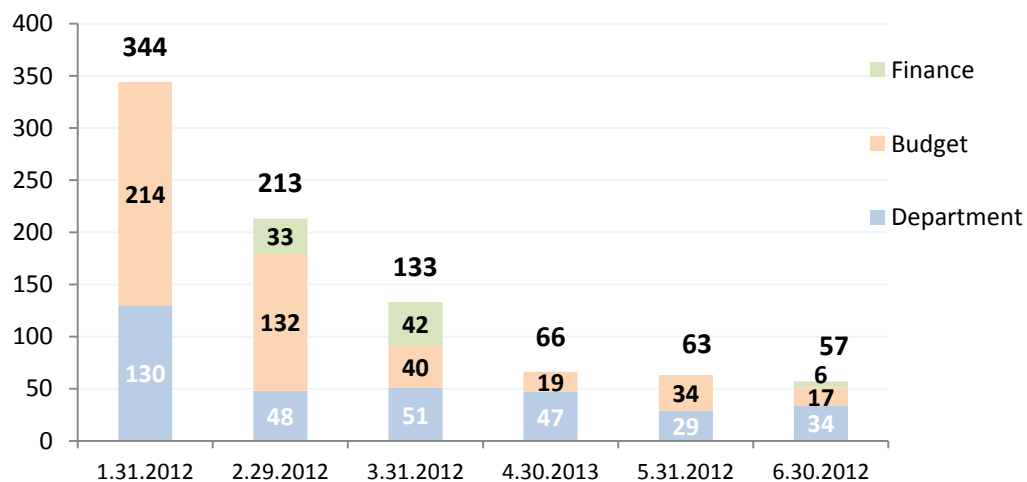
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level
- Approval Time of Requisitions

Approval Queue at 57 Requisitions as of 6.30.2012

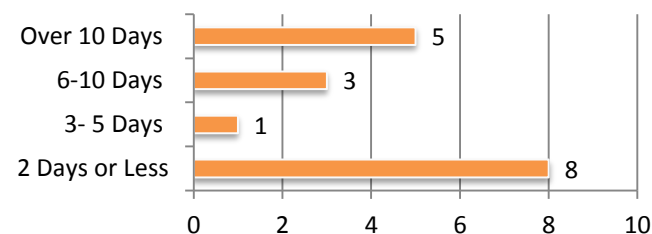
Requisition Approval Queue General Fund for Period Ending 6.30.2012



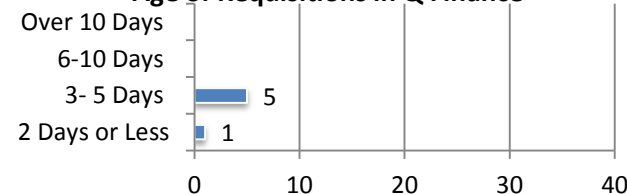
Requisitions in Q to be Approved



Age of Requisitions in Q Budget Office

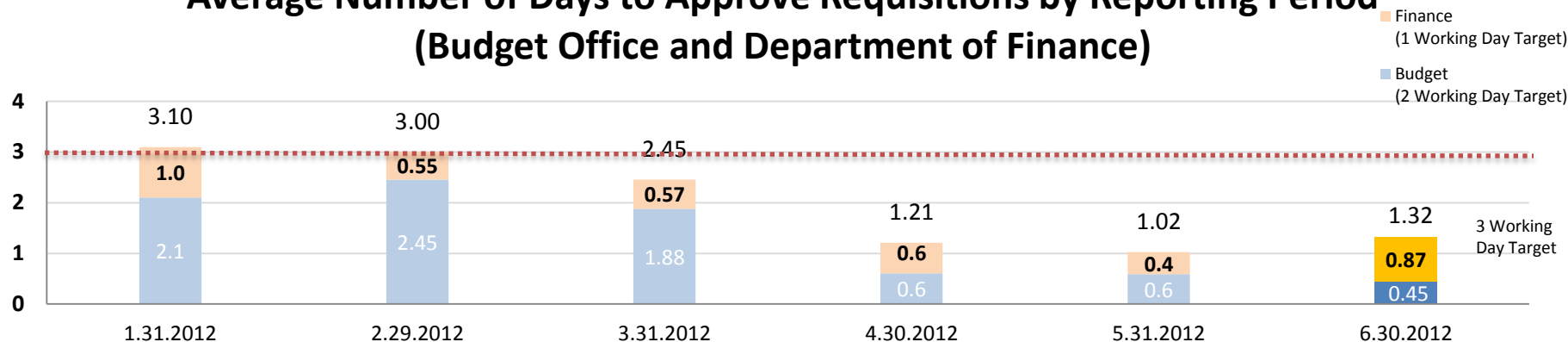


Age of Requisitions in Q Finance



Number of Days to Approve Requisitions

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



Budget						
Days to Approve	2012					
	1.31.2012	2.29.2012	3.31.2012	4.30.2012	5.31.2012	6.30.2012
2 or less	71%	53%	74%	96%	96%	99%
3 Days	9%	15%	8%	3%	2%	1%
4-5 Days	9%	25%	11%	1%	1%	0%
6-10 Days	10%	7%	6%	0%	1%	0%
11-15 Days	1%	0%	1%	0%	0%	0%
Over 15 Days	0%	0%	0%	0%	0%	0%

Finance						
Days to Approve	2012					
	1.31.2012	2.29.2012	3.31.2012	4.30.2012	5.31.2012	6.30.2012
1 or less	85%	99%	97%	96%	100%	93%
2 Days	7%	1%	2%	2%	0%	5%
3-5 Days	8%	0%	1%	2%	0%	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

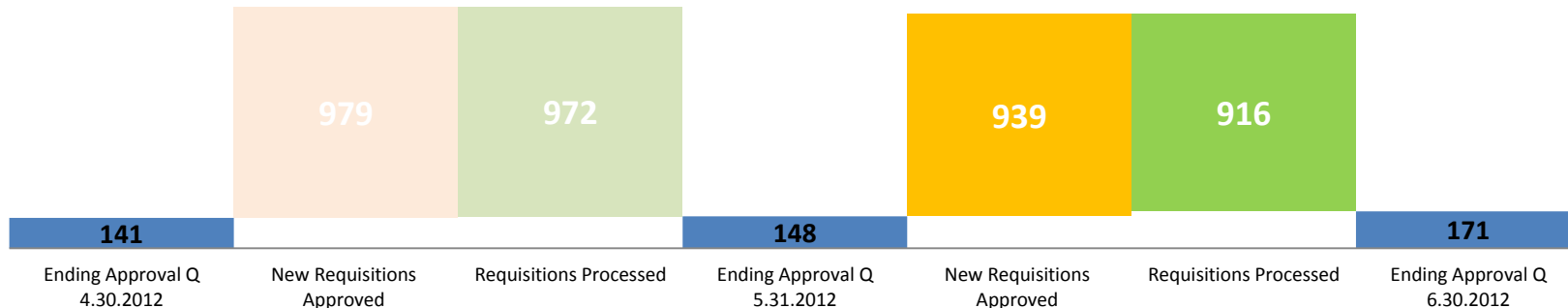
Payment

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 Increased to 171

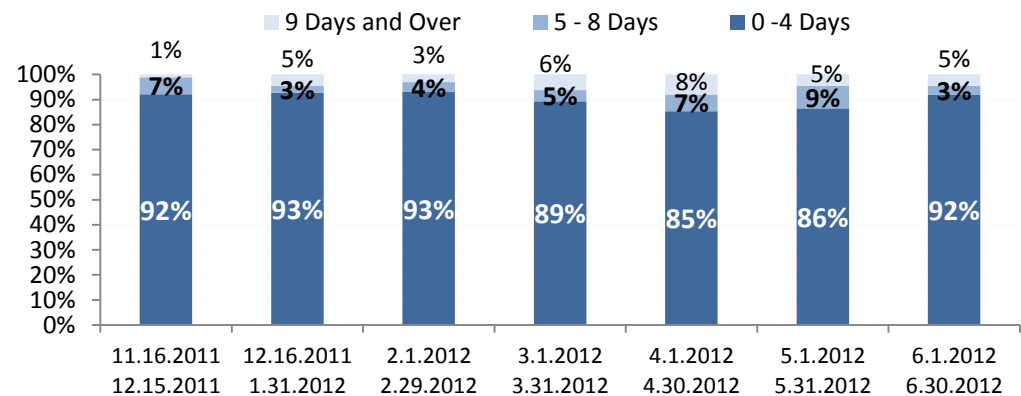
Bureau of Purchasing Requisition Processing General Fund for Period Ending 6.30.2012



Status of Reqs Awaiting Buyer Processing	
Status	Count
Completed as of 7.9.2012	63
Need Contract	83
Processing Procurement	15
Waiting for Support	10
Grand Total	171

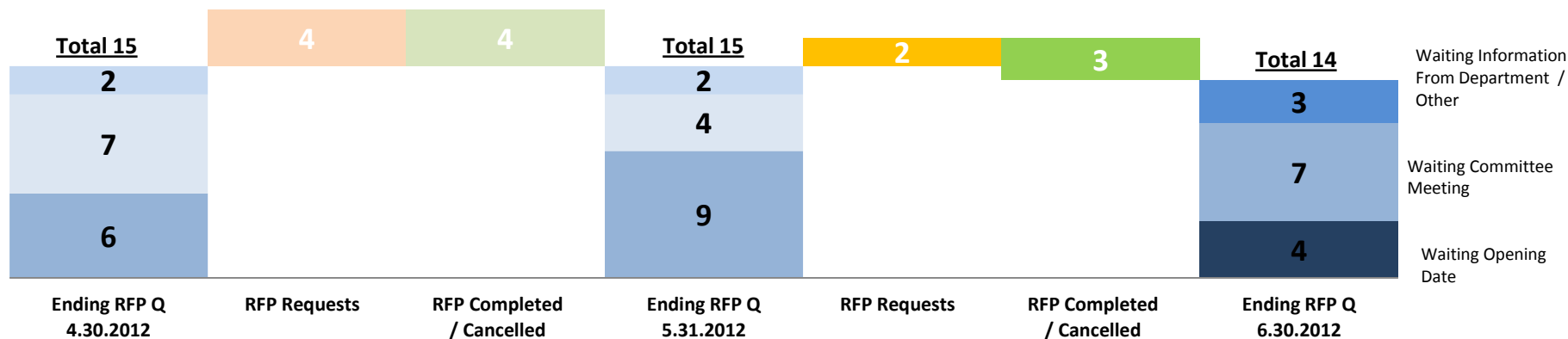
Waiting for Support	
Status	Count
Economic Development	2
Property mgmt.	2
Public Works	2
Aviation Board	1
NORD	1
Parks & Parkways	1
Police	1
Grand Total	10

The Bureau of Purchasing Processed Requisitions in Four Days or Less 86% of the Time (Average 920 POs per month)

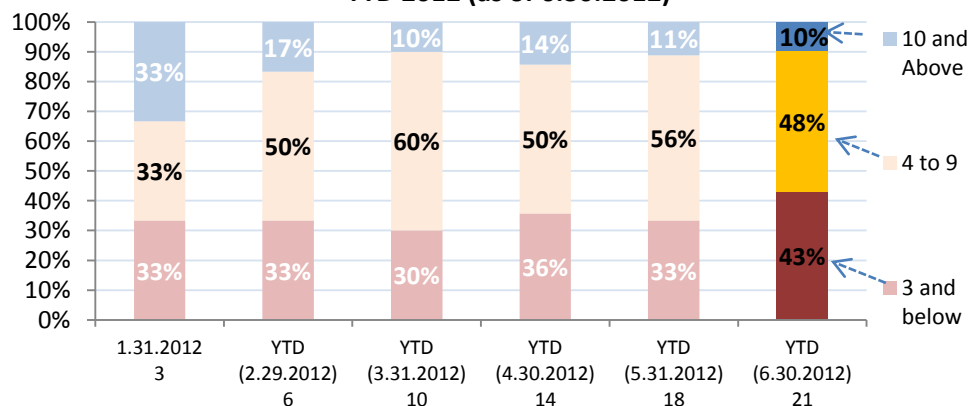


* 6.1.2012 -6.30.2012 Includes time Req. to PO & RFPs and Bids time Req. received to time send to OIG

The Number of RFPS in Process Stands at 14 as of 6.30.2012



Number of Proposals Received for RFPs Completed
YTD 2012 (as of 6.30.2012)



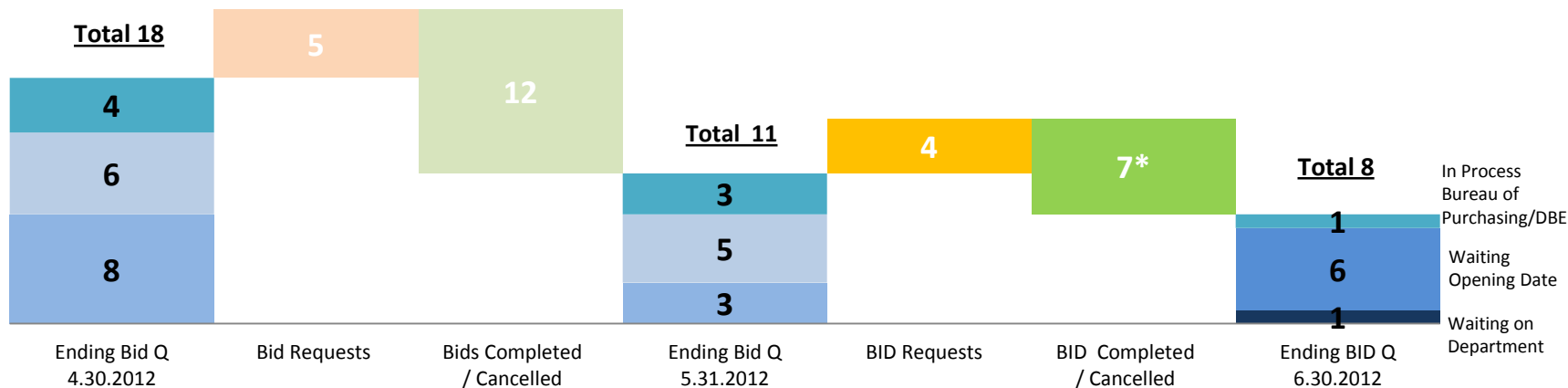
Awaiting Committee Meeting

Department	Brief Description
Police	Survey
Finance	Municipal Revenue Collection System
Law	Insurance Producer of Record
Finance	Investment Consultants Retirement
Economic Development	Alternative/Temporary Staffing Svcs
Aviation Board	Land Use
French Market Corp	Multi-Use Parking Facility

Waiting on Support / Response from Departments

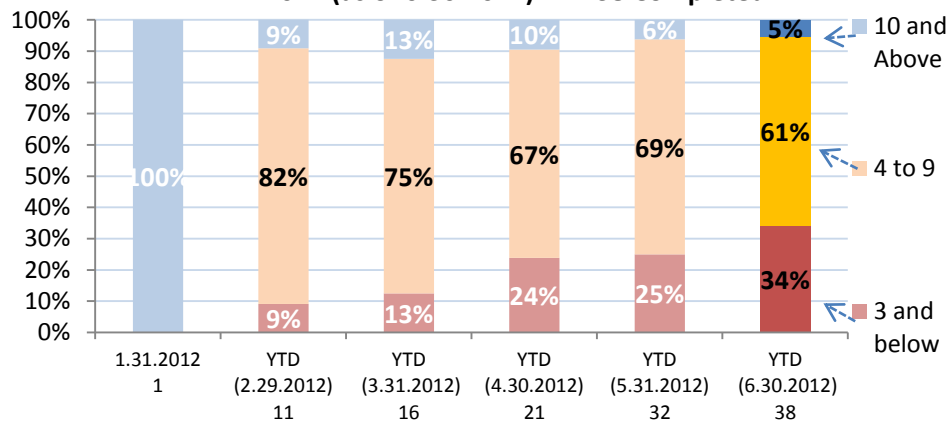
Department	Brief Description	Comment
CAO	Group Term Life Plan	Awaiting Decision
OCD	Online Auction Services N.O. East	Awaiting Decision
Public Works	Curbside Management & Enforcement	Awaiting Decision

The Number of Bids in Process Decreased to 8 as of 6.30.2012



* Includes cancelled Bids for which proposals were not received

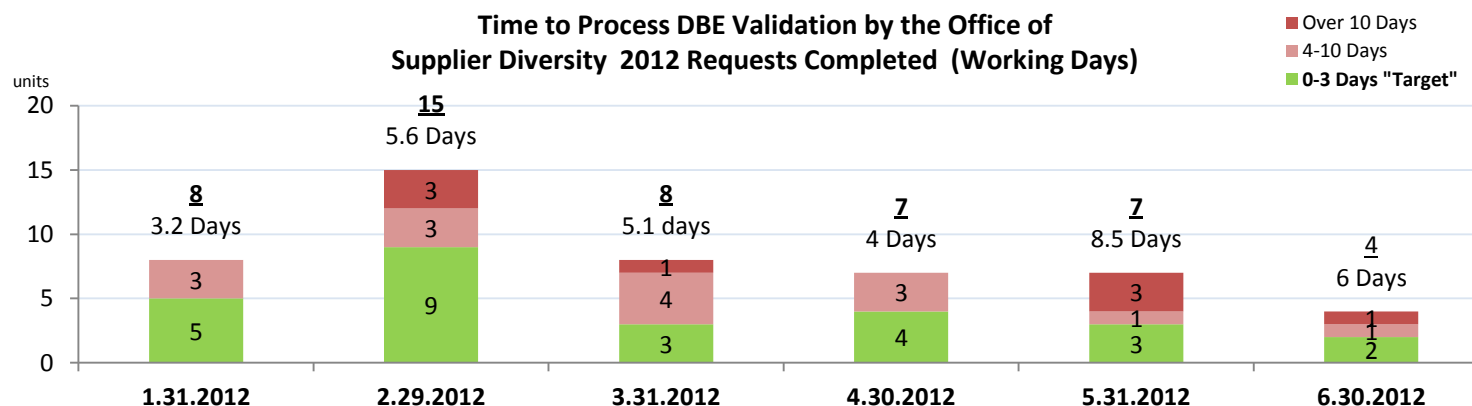
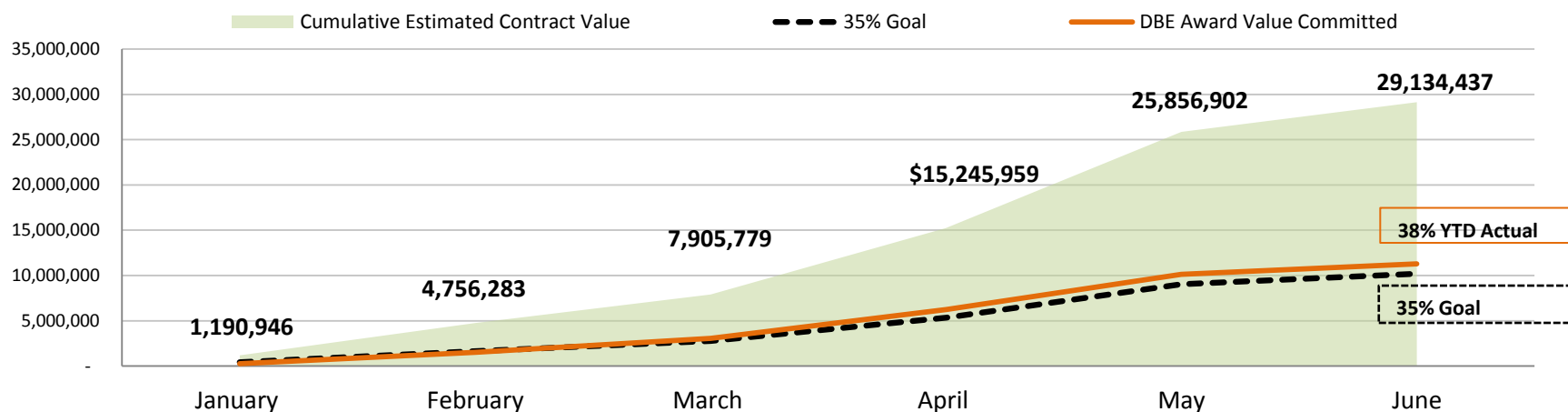
Number of Proposals Received for Bids completed YTD 2012 (as of 6.30.2012) YTD 38 Completed



Awaiting on Department		
Department	Brief Description	Comment
Capital	NOFD Engine 31	Waiting Bid Recommendation

Cumulative YTD Percentage of DBE Committed Award Value as of 6.30.2012

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





Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

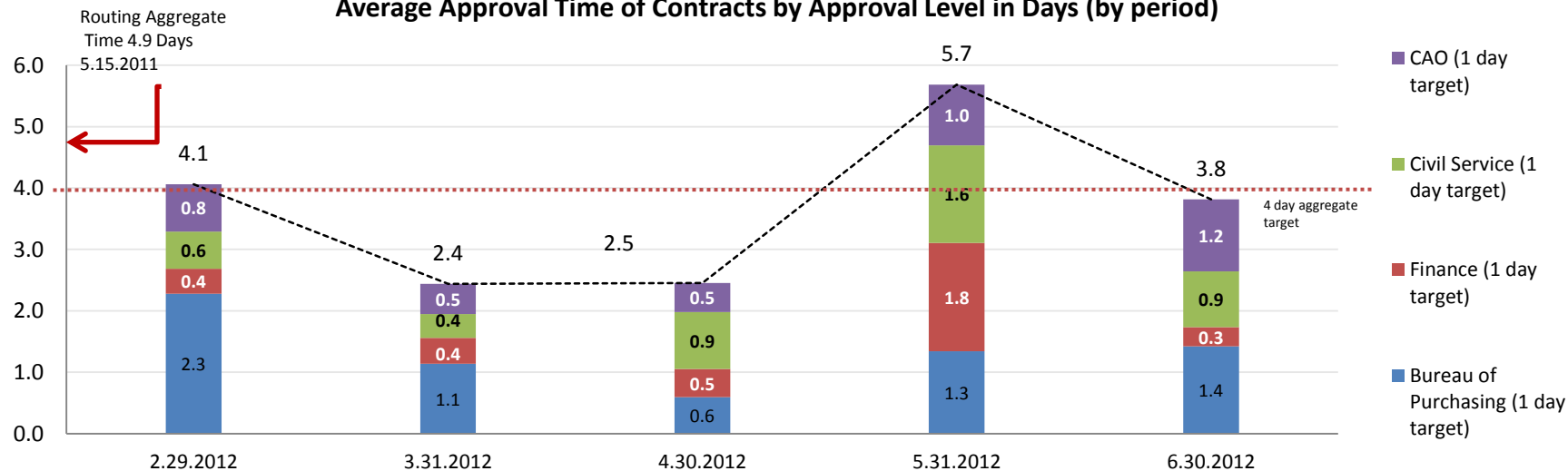
Payment

Contract Package Routing

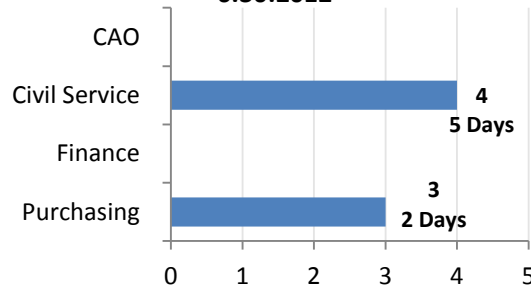
- Average Contract Routing Time

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 6.30.2012



CAO Distribution Approval			
Days to Approve	4.30.2012	5.31.2012	6.30.2012
0-1 Days	91%	91%	83%
2- 3 Days	9%	7%	8%
4-7 Days	0%	1%	9%
Over 8 Days	0%	1%	0%

Civil Service Distribution Approval			
Days to Approve	4.30.2012	5.31.2012	6.30.2012
0-1 Days	93%	61%	90%
2- 3 Days	7%	31%	0%
4-7 Days	0%	8%	10%
Over 8 Days	0%	0%	0%

Finance Distribution Approval			
Days to Approve	4.30.2012	5.31.2012	6.30.2012
0-1 Days	93%	74%	100%
2- 3 Days	2%	3%	
4-7 Days	5%	23%	
Over 8 Days	0%	0%	

Bureau of Purchasing Distribution Approval			
Days to Approve	4.30.2012	5.31.2012	6.30.2012
0-1 Days	88%	76%	65%
2- 3 Days	9%	19%	28%
4-7 Days	3%	3%	6%
Over 8 Days	0%	2%	1%



Requisition

Procurement /
DBE

Contract Creation
and Routing

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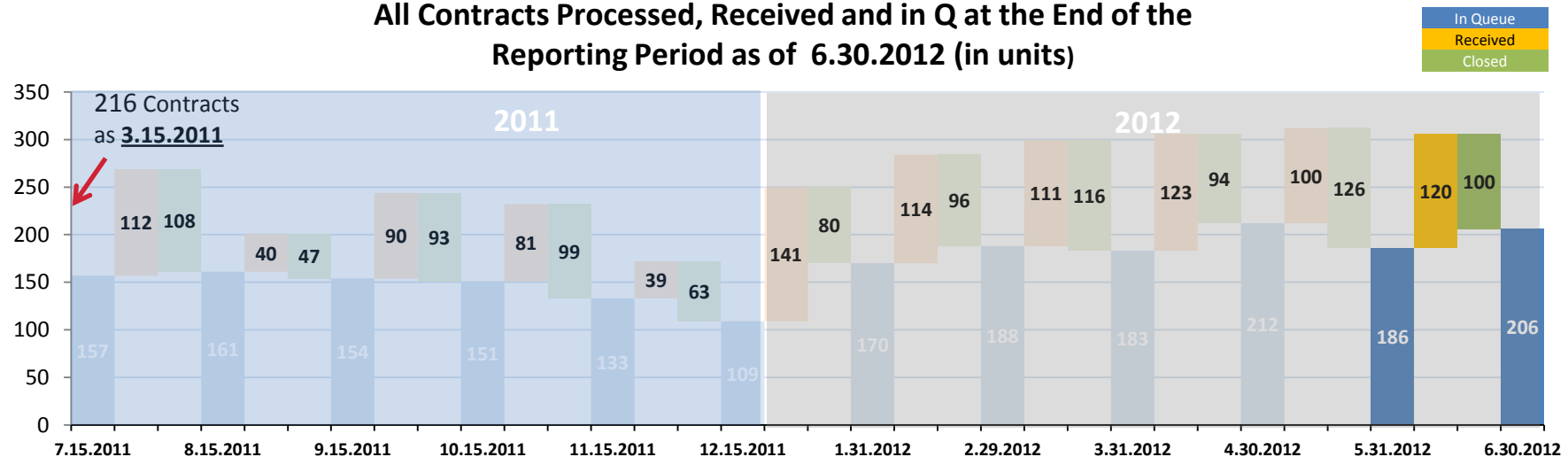
Contract Approval Process

- Contract Processing and Approval

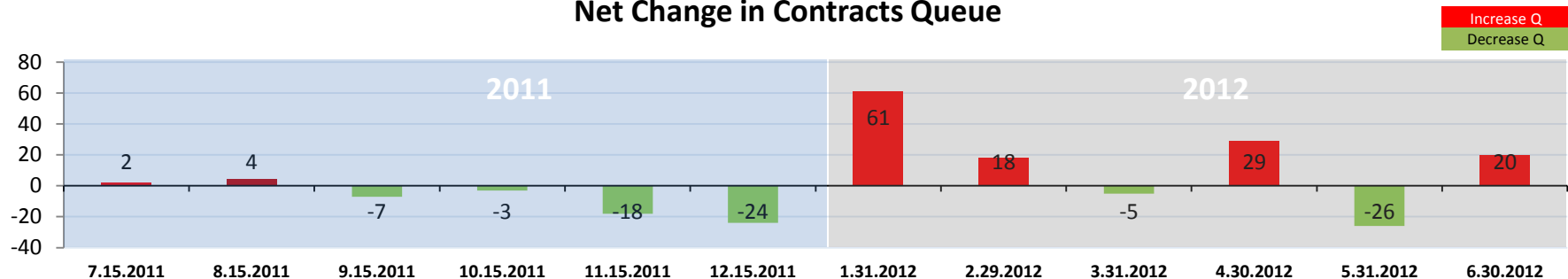
Contracts: All Contracts Processed, Received and in Queue 7.15.2011 – 6.30.2012

(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 6.30.2012 (in units)



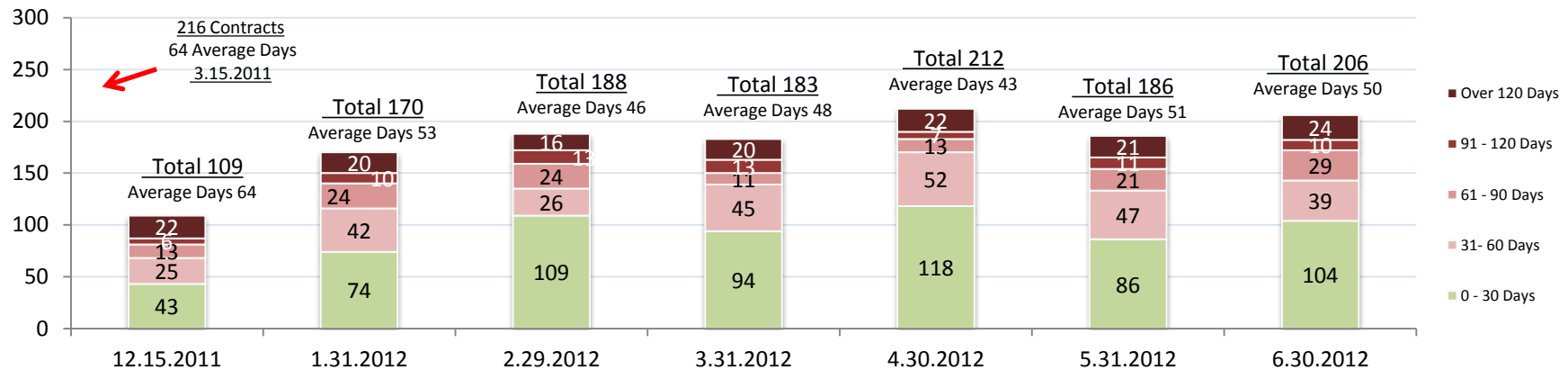
Net Change in Contracts Queue



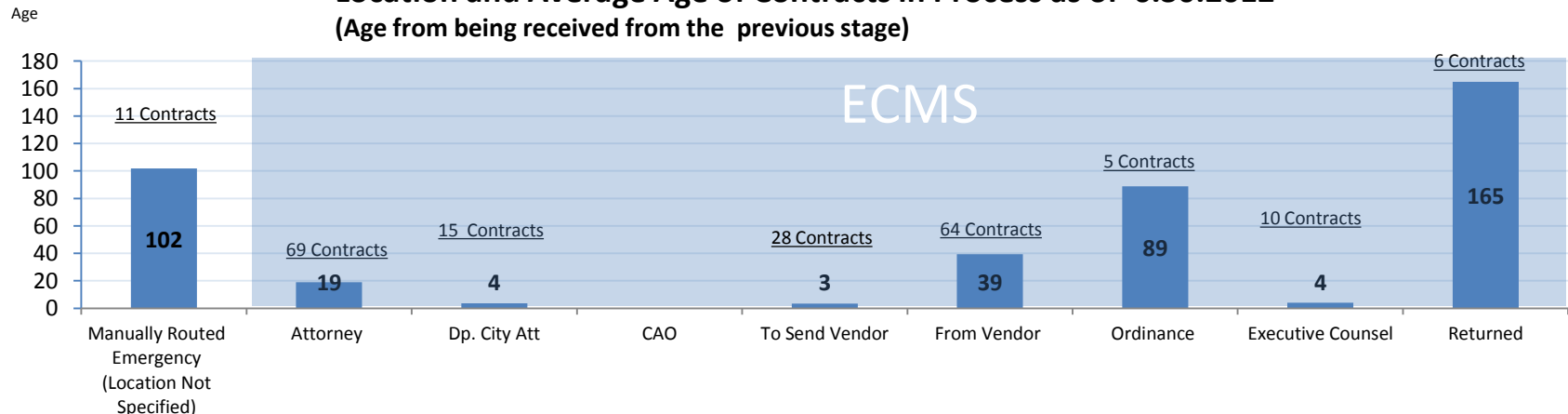
Contracts : All Contracts in Process by Period

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

The Average Age of Contracts Awaiting Processing Decreased to 50 Days



Location and Average Age of Contracts in Process as of 6.30.2012 (Age from being received from the previous stage)

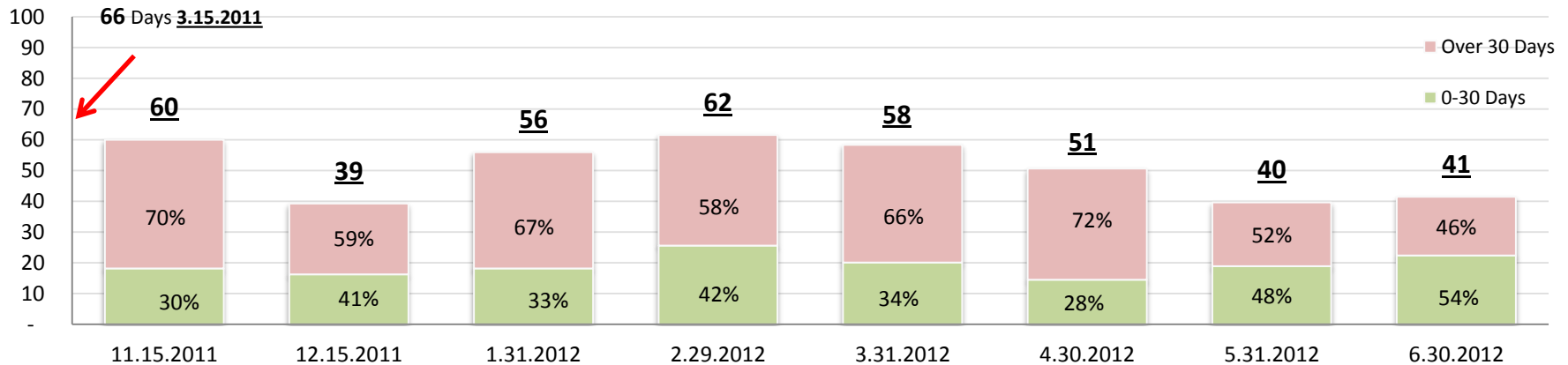


Source : Contract Management System ECMS 7.1.2012

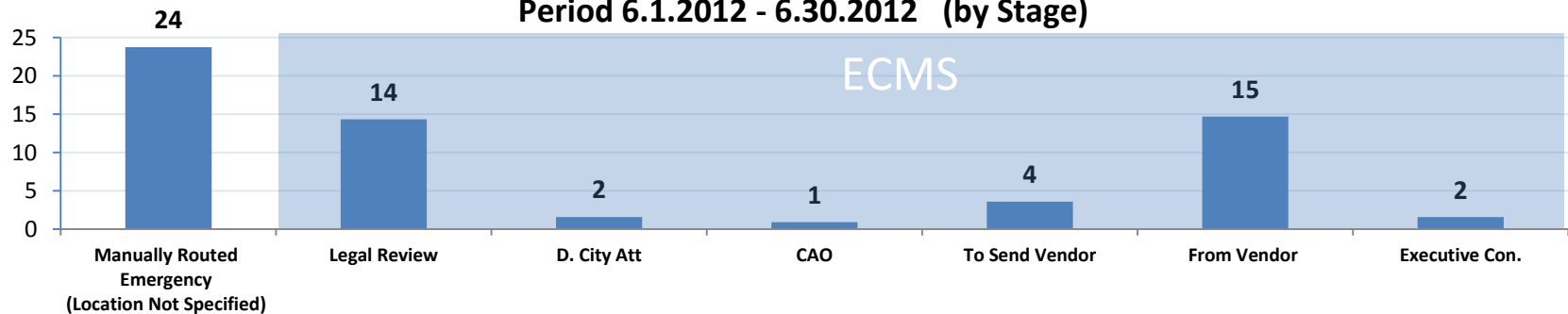
Contracts : All Contracts Executed by Period

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

The Average Time to Close Contracts During the Period Increased to 41 Days from 40 Days. 36% of Contracts Were Closed in 30 Days or Less (80% Target)



Average Days to Process Contracts Completed During the Period 6.1.2012 - 6.30.2012 (by Stage)



Source : : Contract Management System ECMS 7.1.2012

Contracts Awaiting Vendor Signature

Department	Number Contracts	Average Days Waiting For Signature
AVIATION (Waiting on Law Department to Approve)	2	2
NEIGHBORHOOD STABLIZATION	2	2
NEW ORLEANS BUILDING CORPORATION	1	8
CAO	2	9
LAW	6	17
PUBLIC WORKS	5	17
CAPITAL PROJECT	5	17
ECONOMIC DEVELOPMENT	1	17
MOSQUITO CONTROL BOARD	1	19
SANITATION DEPARTMENT	2	25
HOMELAND SECURITY	9	26
FINANCE	1	30
FIRE DEPARTMENT	1	39
HEALTH DEPARTMENT	3	40
OFFICE OF TECHNOLOGY & INNOVATION	2	41
CIVIL SERVICE	2	41
NORD RECREATION DEPARTMENT	3	44
MAYOR	2	46
DISASTER CDBG UNIT	1	47
BLIGHT & REVITALIZATION	1	47
PROPERTY MANAGEMENT	12	102

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 7.1.2012



Requisition

Procurement

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and Routing

Contract
Processing and
Approval

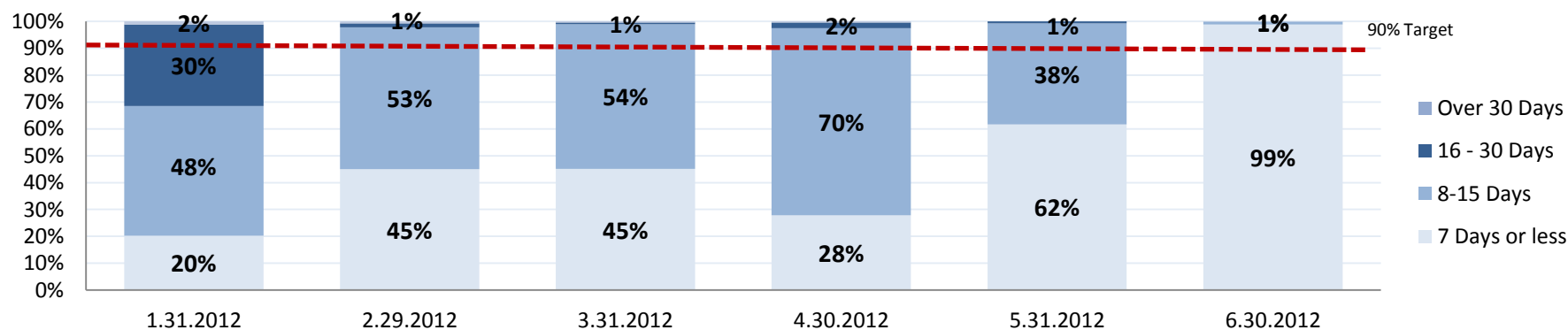
Payment

The Check: Accounts Payable

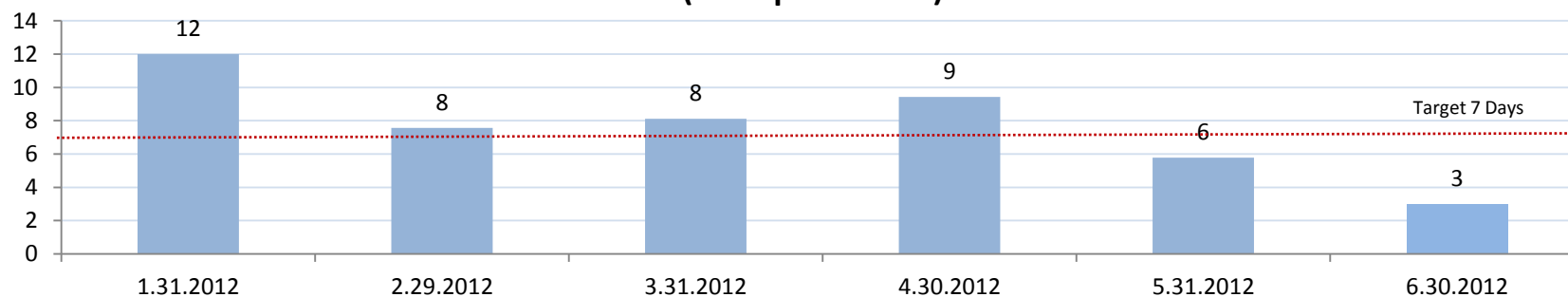
- General Fund Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
- Capital and Grants Expenditure Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
 - Detail Review (invoices in the pipeline)
 - CDBG Invoice Payments
 - DPW Payments
 - DPW Revolver Payments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

The Percentage of General Fund (and Agency) Payments Processed in 7 Days or Less Increased to 99%

Working Days to Process General Funds and Agencies Check Payments by A/P Office for Periods Ending 1.31.2011 to 6.30.2012 (in %)
(793 Payments June)



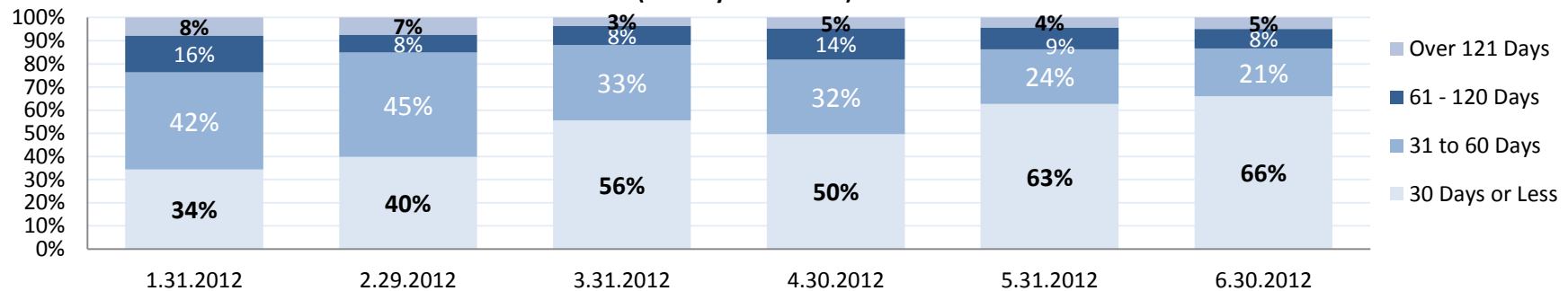
Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



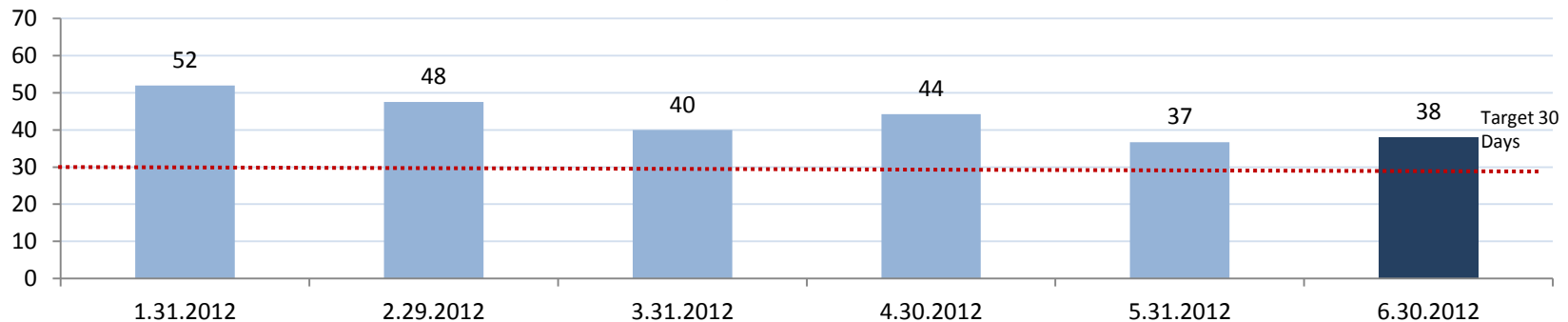
The Percentage of General Fund (and agency) Payments in 30 Days or Less Increased to 66% in the Current Period

Percentage of Payments in Days From Invoice Date to Payment for General Fund (or Agency) Expenditures for Periods Ending 1.31.2012 - 6.30.2012(in %)

(793 Payments June)



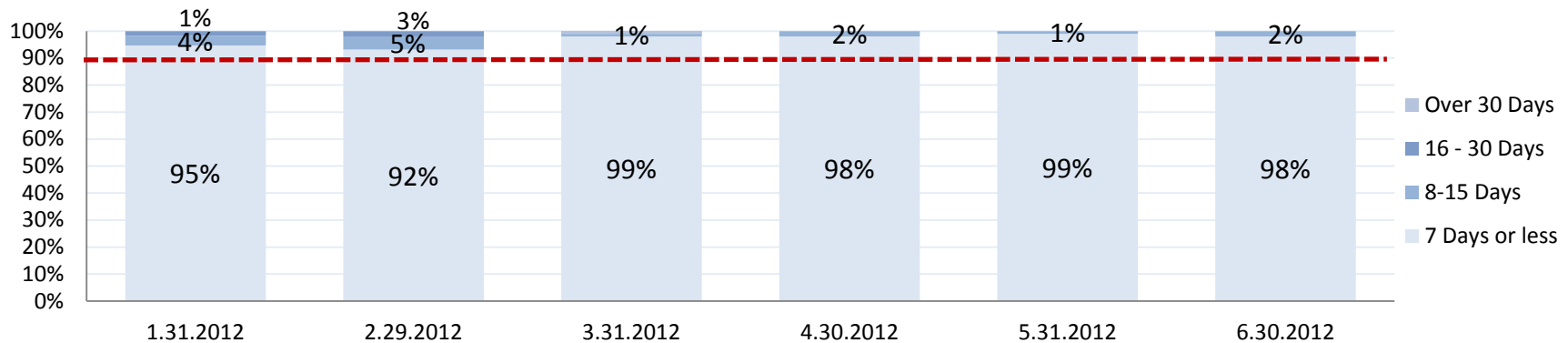
Average Number of Days to Pay Invoices From Invoice Date (GF Expenditures)



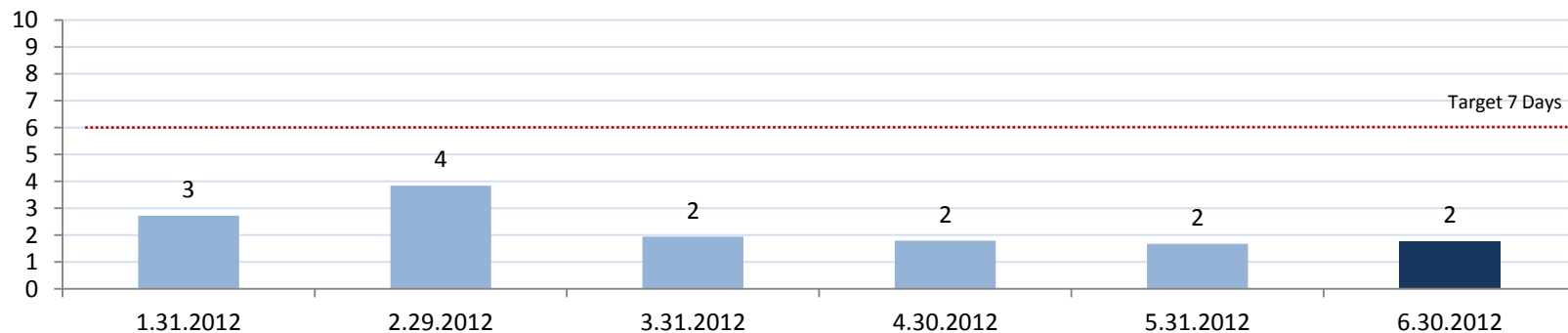
The Percentage of Capital and Grant Payments Processed in 7 Days or Less Remains Over the 90% Target

Working Days to Process Capital Expenditures and Grants Check Payments by A/P Office for Periods Ending 1.31.2012 - 6.30.2012(in %)

Sample 100 selections 90% confidence level +/-10



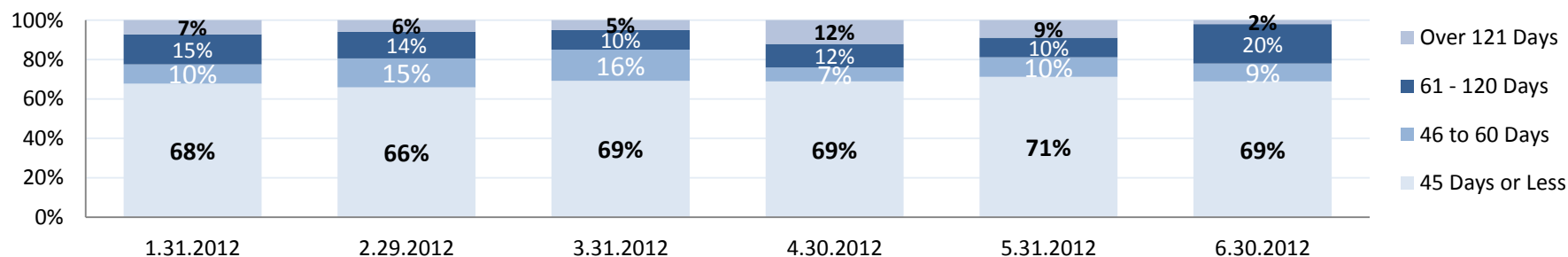
Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)



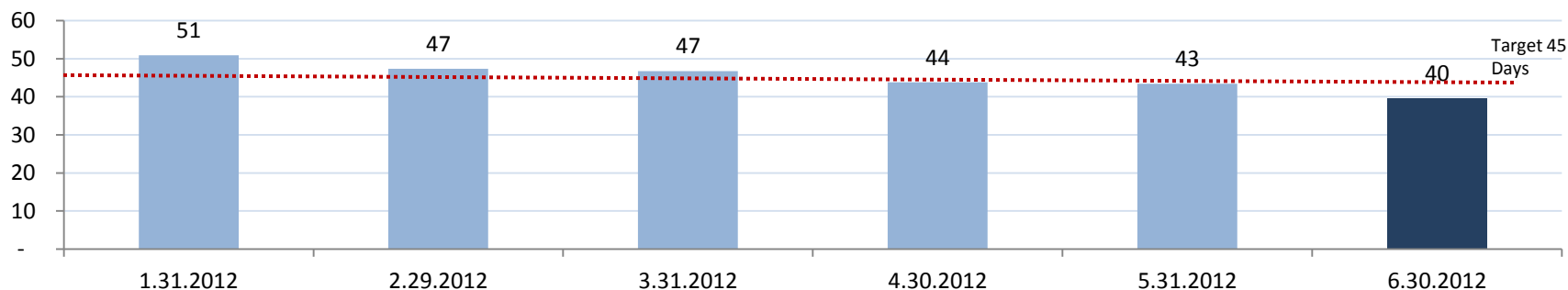
The Percentage of Capital and Grant Payments Made in 45 days or Less from Invoice Date Stands at 69%

Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 1.31.2012 - 6.30.2012(in %)

Sample 100 selections 90% confidence level +/-10



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



Sample Results for Payments Vouched Between 6.1.2012 – 6.30.2012

Vendor Payment Population 793 6.1.2012 -6.30.2012

General Fund & Agencies	Over 60 Days		Grand Total	(**) % Dep. Late
Department	No	Yes		
CITY PLANNING COMMISSION	5		5	0%
CLERK OF CRIMINAL DIST COURT	1		1	0%
COUNCIL	29		29	0%
CRIMINAL DISTRICT COURT	2		2	0%
CRIMINAL SHERIFF	2		2	0%
DISTRICT ATTORNEY	2		2	0%
HISTORIC DIST LANDMARKS COMM.	3		3	0%
RIVERGATE DEVELOPMENT CORP	3		3	0%
SAFETY & PERMITS	4		4	0%
PARKWAY & PARK COMMISSION	53	2	55	4%
PUBLIC WORKS	36	2	38	5%
CORONER'S OFFICE	17	1	18	6%
FINANCE	15	1	16	6%
GENERAL SERVICES	15	1	16	6%
HEALTH	29	2	31	6%
LAW	27	2	29	7%
FIRE	10	1	11	9%
NORD	68	7	75	9%
LIBRARY	44	6	50	12%
PROPERTY MANAGEMENT	30	5	35	14%
N O MOSQUITO CONTROL BRD.	41	7	48	15%
CHIEF ADMINISTRATIVE OFFICE	57	13	70	19%
NEW ORLEANS AVIATION BOARD	83	19	102	19%
HUMAN SERVICES	13	3	16	19%
MAYORS OFFICE	34	8	42	19%
ECONOMIC DEVELOPMENT	4	1	5	20%
REGISTRAR OF VOTERS	4	1	5	20%
OFFICE OF HOUSING & URBAN DEV.	3	1	4	25%
POLICE	27	11	38	29%
SANITATION	11	5	16	31%
CIVIL SERVICE	10	5	15	33%
NEIGHBORHOOD HOUSING APPR.	4	3	7	43%
Total	686	107	793	13%

Sample 100 Selections 90% Confidence level +-10

Capital & Grants	Over 60 Days		Grand Total	(**) % Dep. Lat
Department	No	Yes		
CRIMINAL JUSTICE	2		2	0%
FIRE	1		1	0%
HOMELAND SECURITY	8		8	0%
MAYOR	4		4	0%
MOSQUITO	1		1	0%
NORD	3		3	0%
PROPERTY MANAGEMENT	1		1	0%
OCD	21	3	24	13%
CAPITAL	15	3	18	17%
HEALTH	16	4	20	20%
DPW	6	12	18	67%
Total	72	22	100	22%

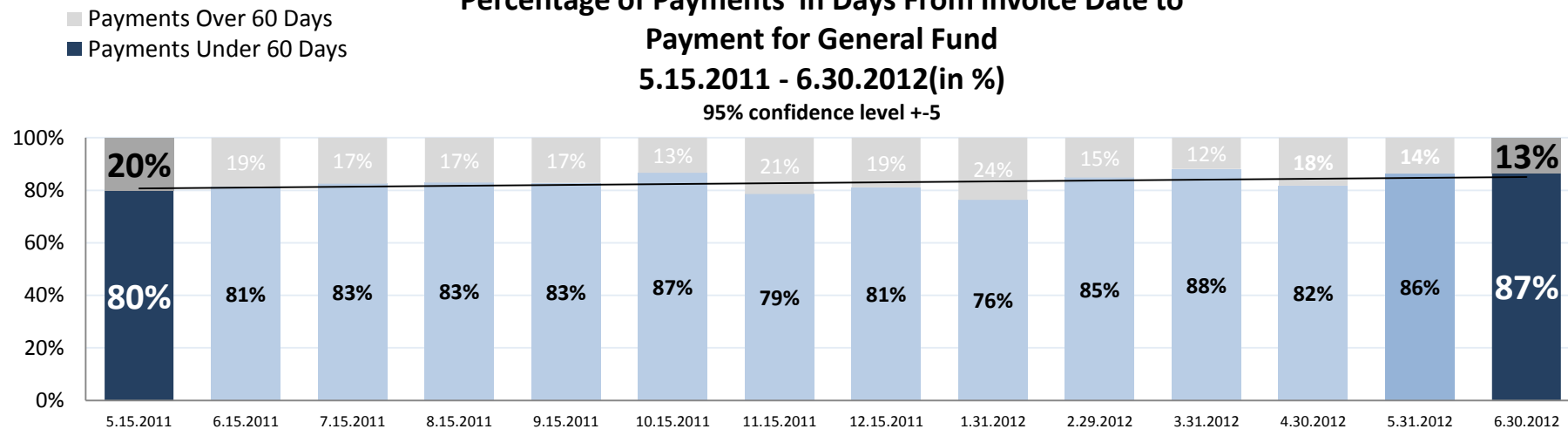
(**)Represents the percentage of payments over 60 days, from invoice date, for the specific department.

Source :Accounts Payable Records 6.1.2012 – 6.30.2012 (Information collected between 6.26.2012 -7.12.2012)

Progress Report 5.15.2012 – 6.30.2012

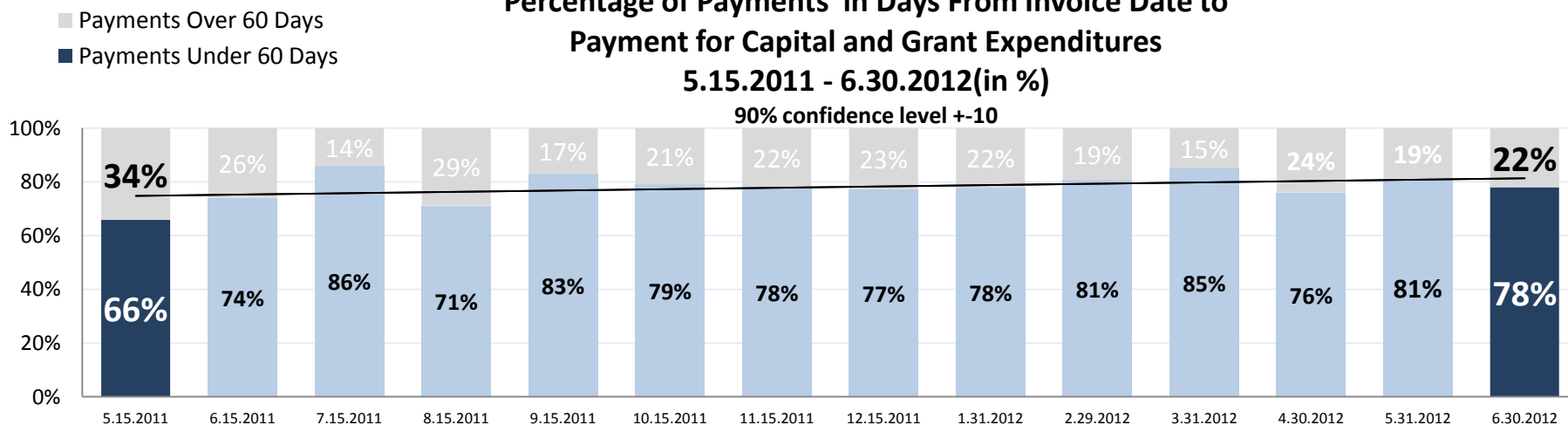
Percentage of Payments in Days From Invoice Date to Payment for General Fund 5.15.2011 - 6.30.2012(in %)

95% confidence level +-5



Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures 5.15.2011 - 6.30.2012(in %)

90% confidence level +-10



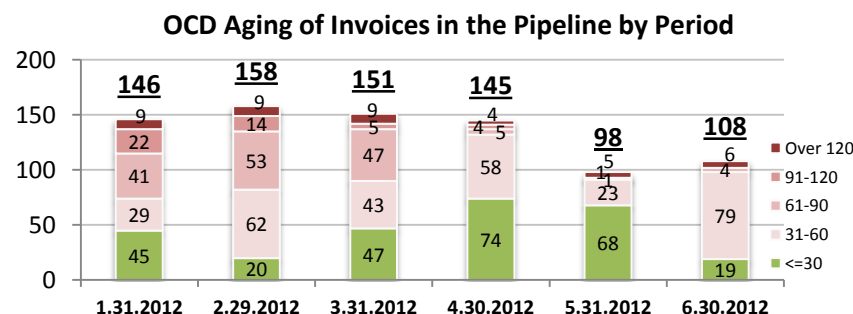
Source :Accounts Payable Records 5.15.2012 – 6.30.2012

CDBG Invoices: Only a Few Outliers Remain Over the 60 Days Goal

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Send to Owning Department	4	3	1			8
Owning Department to Send to Accounting	2	2				4
Accounting to Approve	4	1				5
State DRU to Send to State Finance	4	7	1			12
State Finance to Pay City	4	40	2		3	49
Payment to Hit City's Bank	1	19				20
City to Cut Check		7			3	10
Total	19	79	4	0	6	108

Over
60
daysOver
30
days

Reasons for Delay					
Dispute with the vendor					
Misplaced / not processed timely					
With the State (average 15 days)		26	2		
Contract being processed		1			3
Other		21	1		
Paid as of 7.13.2012		31	1		3



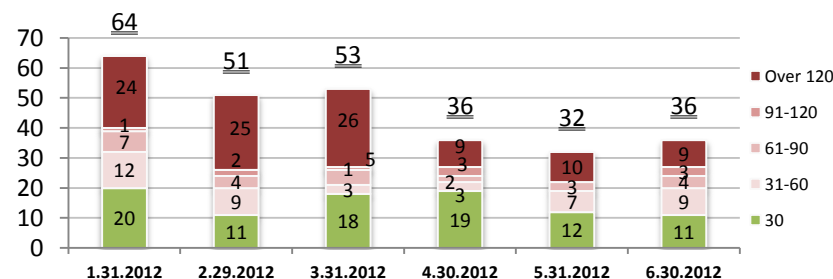
DPW City Invoices: A Number of Invoices in the 120 days Category are Waiting For Contracts to be Processed

Processing Stage	Age					Total	
	<=30	31-60	61-90	91-120	Over 120		
PM to Approve	1	6	1	1	6	15	Over 60 days
Department to Create Receiver	8	3	3	2	3	19	
Finance to Cut Check	2					2	Over 30 days
Grand Total	11	9	4	3	9	36	

Reasons for Delay					
Dispute with the vendor		1			
Goods received at a later date / Services were not rendered					
Invoice was missplaced / not processed					
Contract being processed		4	1	1	8
Other*		3	3	2	1
Paid by 7.13.2012		1			

Other - 1 is pending a final plan change and overrun/underrun statement. The other 8 all had funding issues related to SWB - funding has been identified for 6 of those invoices (all are pending PJ approvals or a RX approval/conversion).

DPW City: Aging of Invoices in the Pipeline by Period



Information obtained from Quickbase (DPW Department) 6.30.2012 – 7.13.2012

DPW Revolver Invoices : No Outstanding Invoices

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Grand Total	0	0	0	0	0	0

Over
60 daysOver
30 days

Reasons for Delay

Dispute with the vendor

Goods received at a later date / Services
were not rendered

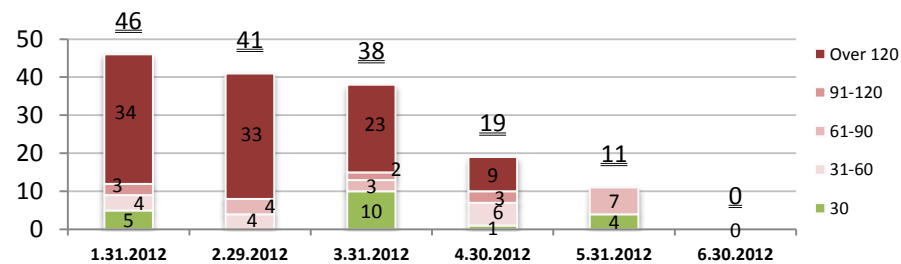
Invoice was missplaced / not processed

Amendment/Contract being processed

Other

Paid by 7.13.2012

DPW Revolver: Aging of Invoices in the Pipeline by Period



Capital Projects City Invoices: Only a Few Outliers Over 60 Days

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve	1					1
Department to Create Receiver	1					1
Finance to Receive from Department	1	2				3
Finance to Cut Check	4		2			6
Finance to Release Check			1	1	2	4
Total	7	2	3	1	2	15

Over
60
days

Over
30
days

Reasons for Delay

Dispute with the vendor

Goods received at a later date / Services were not rendered

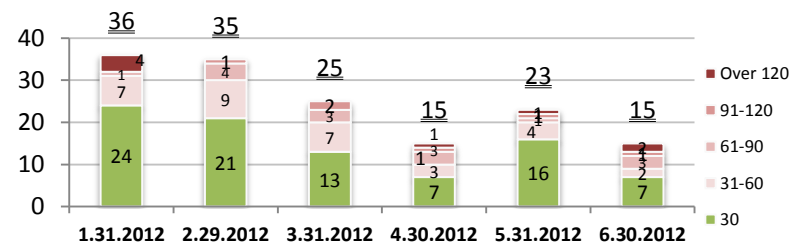
Invoice was misplaced / not processed timely

Contract being processed

Other

Paid by 7.13.2012

Capital City: Aging of Invoices in the Pipeline by Period



Information obtained from Quickbase (DPW Department) 6.30.2012 – 7.13.2012

Capital Projects Revolver Invoices: Only a Few Outliers Over 60 Days

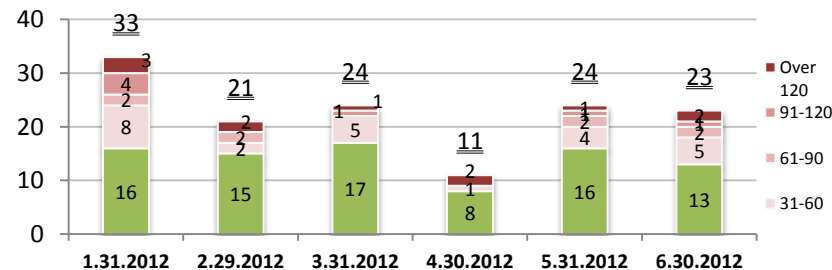
Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver				1		1
Finance to Receive from Department	2					2
Finance to Send to State	3					3
State to Send to Hancock	8	5	2		2	17
Grand Total	13	5	2	1	2	23

Over
60
daysOver
30
days

Reasons for Delay

Dispute with the vendor				1	
were not rendered					
timely					
Contract being processed					
Other					
Paid 7.13.2012		5	2		2

Capital Revolver: Aging of Invoices in the Pipeline by Period



Information obtained from Quickbase (Capital Projects Department) 6.30.2012 – 7.13.2012

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?