



CITY OF NEW ORLEANS

ReqtoCheckSTAT

Reporting Period: February 1 – February 29th.

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.

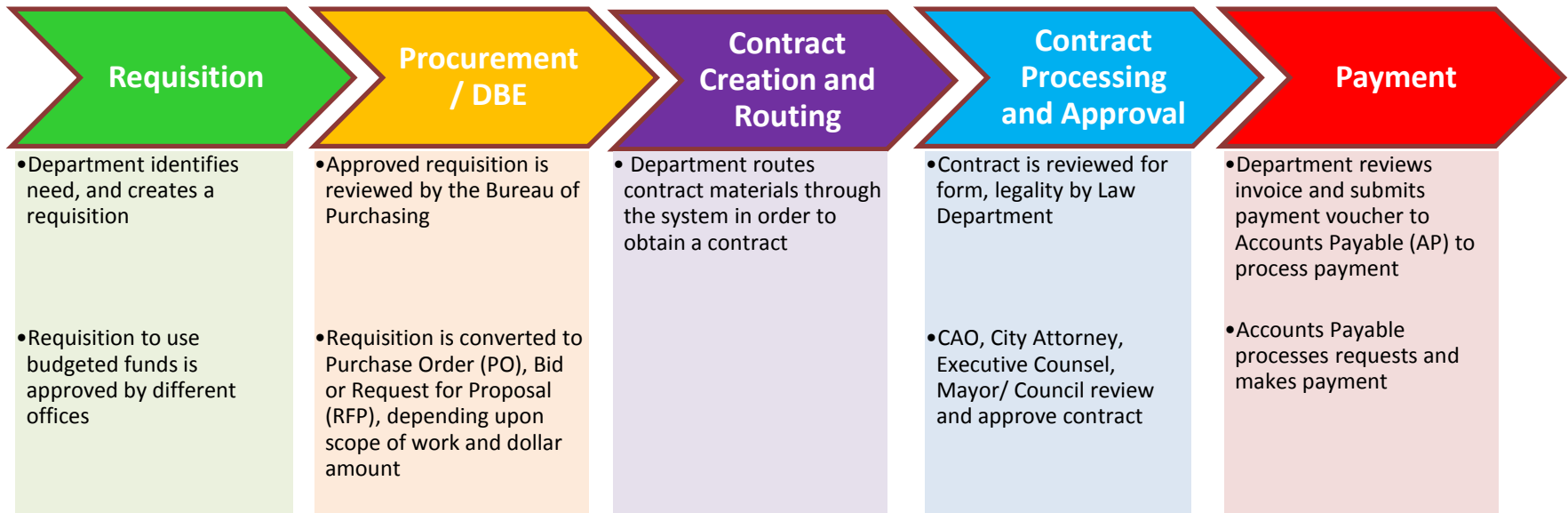
What is ReqtoCheckStat?

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

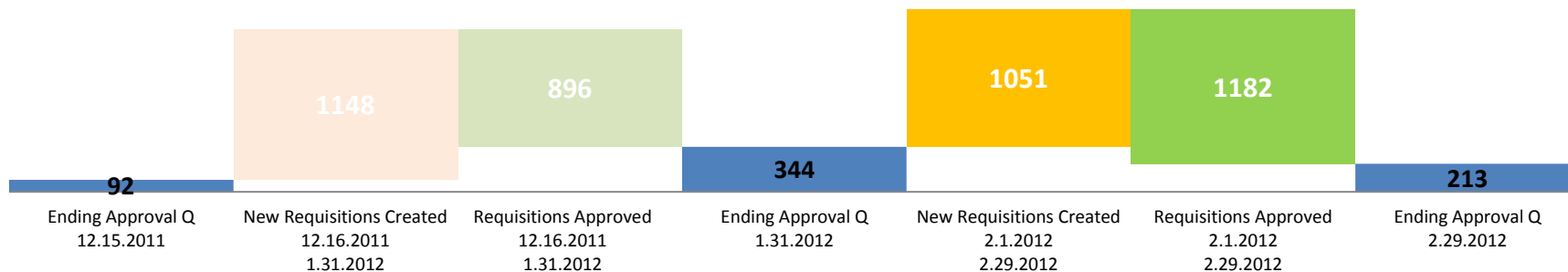


Requisition Approval

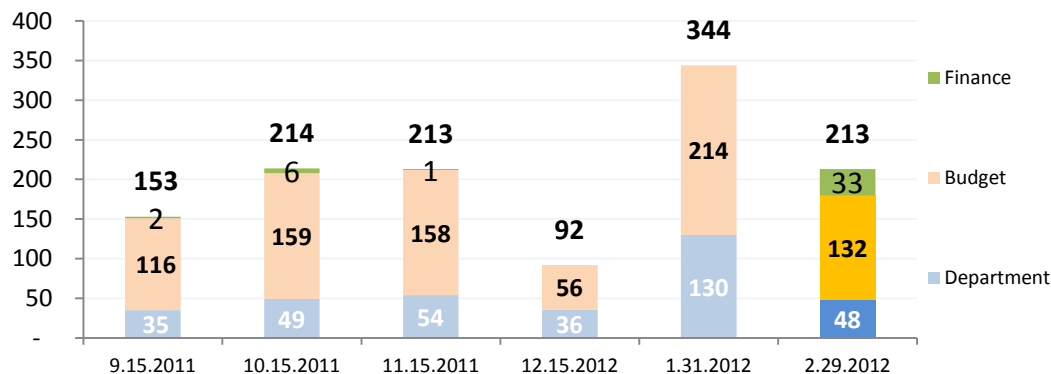
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level
- Approval Time of Requisitions

Approval Queue Decreased Due to Lifting Expenditure Controls That Were Introduced at the End of Fiscal Year 2011

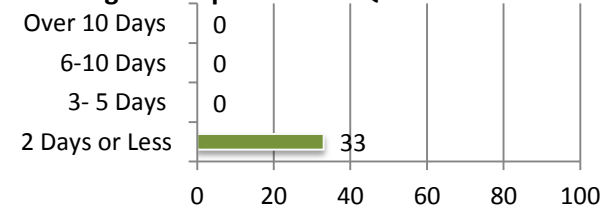
Approval Processing Time for General Fund Requisitions for Period Ending 2.29.2012



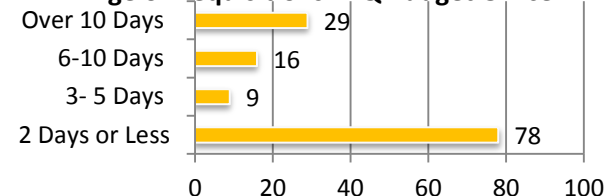
Requisitions in Q to be Approved



Age of Requisitions in Q Finance Office

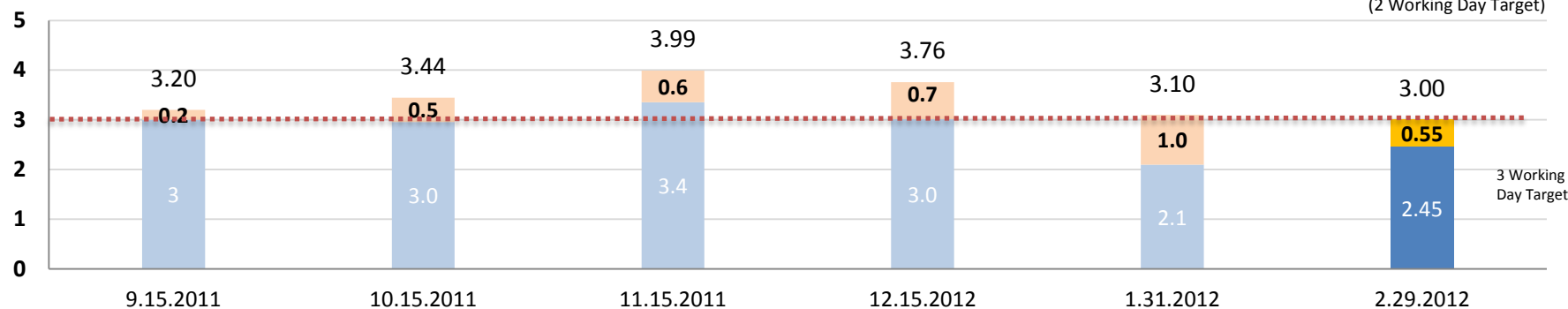


Age of Requisitions in Q Budget Office



Number of Days to Approve Requisitions on Target

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



Budget						
Days to Approve	2011				2012	
	9.15.2011	10.15.2012	11.15.2011	12.15.2011	1.31.2012	2.29.2012
2 or less	72%	68%	69%	61%	71%	53%
3 Days	2%	5%	4%	6%	9%	15%
4-5 Days	8%	10%	8%	12%	9%	25%
6-10 Days	12%	12%	7%	17%	10%	7%
11-15 Days	5%	3%	7%	4%	1%	0%
Over 15 Days	1%	2%	5%	0%	0%	0%

Finance						
Days to Approve	2011				2012	
	9.15.2011	10.15.2012	11.15.2011	12.15.2011	1.31.2012	2.29.2013
1 or less	100%	100%	99%	99%	85%	99%
2 Days	0%	0%	1%	0%	7%	1%
3-5 Days	0%	0%	0%	1%	8%	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%

Source : Obtained from BuySpeed System and evaluated by the Office of Performance and Accountability 3.1.2012

Requisition

**Procurement
/ DBE**

Contract
Creation and
Routing

Contract
Processing
and Approval

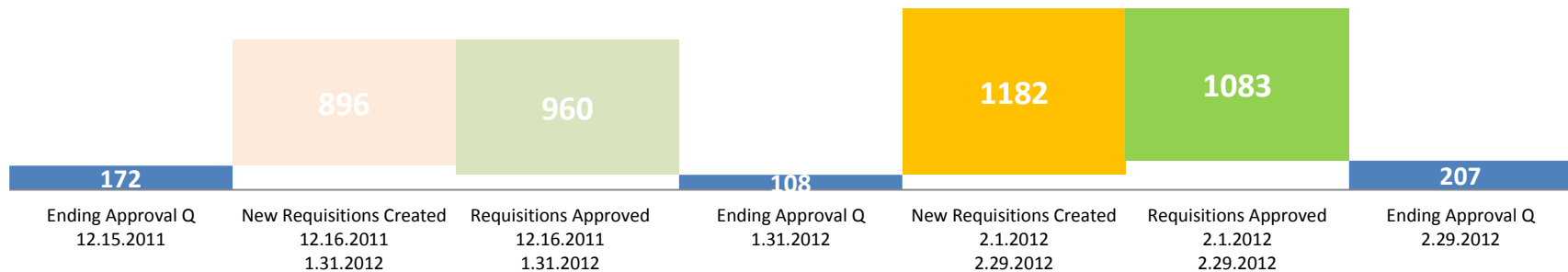
Payment

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 by 99 Due to Increased Volume During the Period

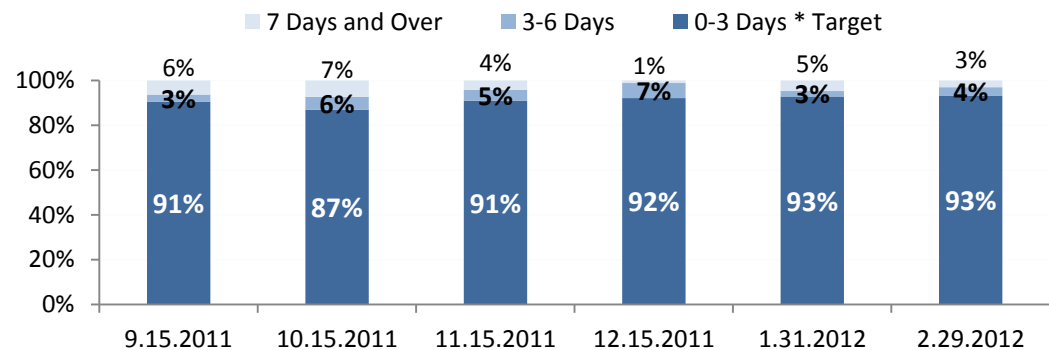
Bureau of Purchasing Requisition Processing General Fund for Period Ending 2.29.2012



Status of Reqs Awaiting Buyer Processing 2.29.2012	
Status	Count
Completed 3.8.2012	85
Contract Being Processed	22
Processing Procurement	6
Waiting for Support	[A] 94
Grand Total	207

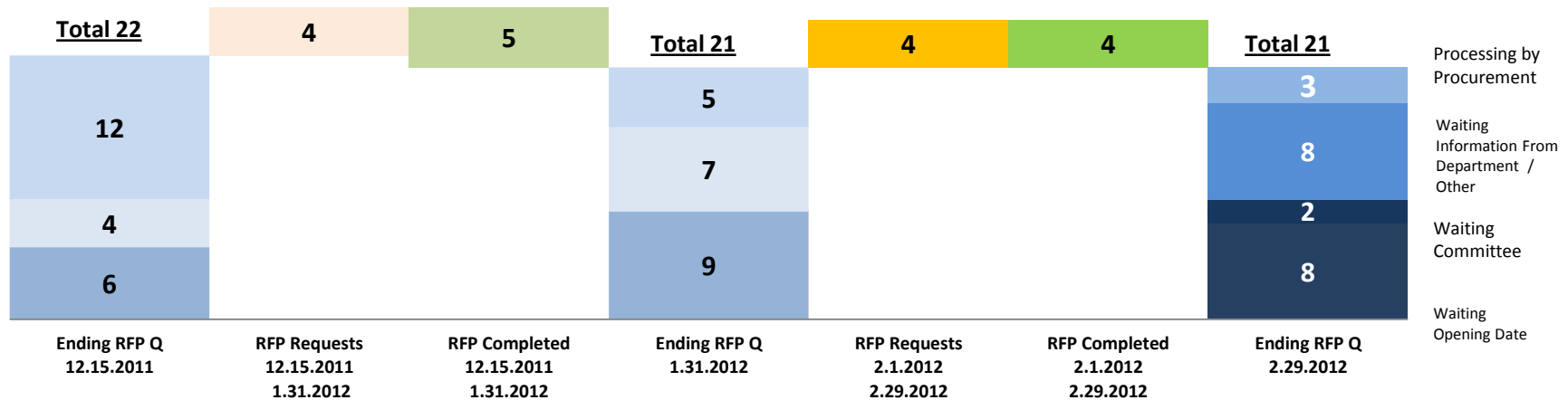
Waiting for Support	
Status	Count
POLICE	26
LAW	13
ITI	9
PUBLIC WORKS	9
MAYOR	8
AVIATION	5
SANITATION	4
CAO	3
FIRE	3
NOHSEP	3
PARKS & PARKWAYS	3
CAPITAL PROJECTS	2
NORD	2
CITY COUNCIL	1
CIVIL SERVICE	1
HEALTH	1
PROPERTY MANAGEMENT	1
Grand Total	[A] 94

The Bureau of Purchasing Converts Requisitions to POs in Four Days or Less 90% of the Time (Average 819 POs per month)

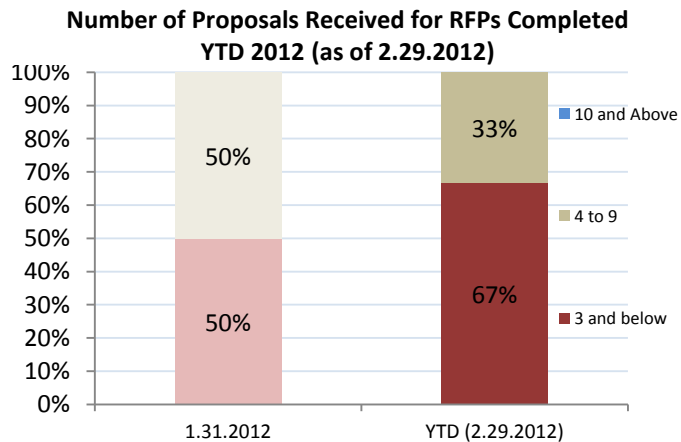


Source : Obtained from BuySpeed System and Bureau of Purchasing 3.1.2012 and 3.8.2012

The Number of RFPs in Process Remains at 21 as of 2.29.2012



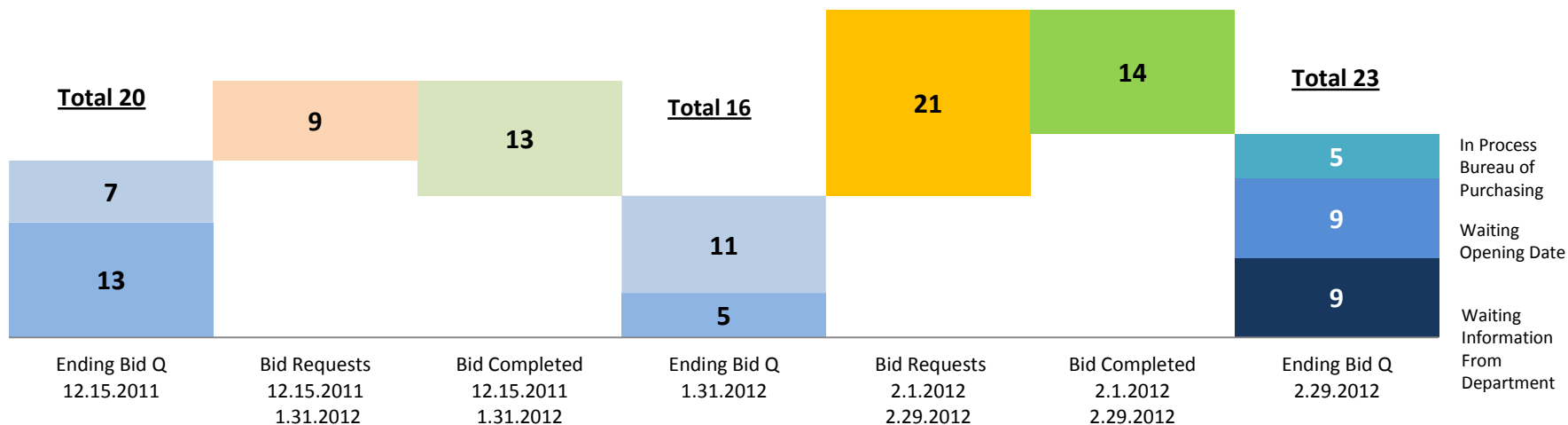
* Includes cancelled RFPs for which proposals were not received



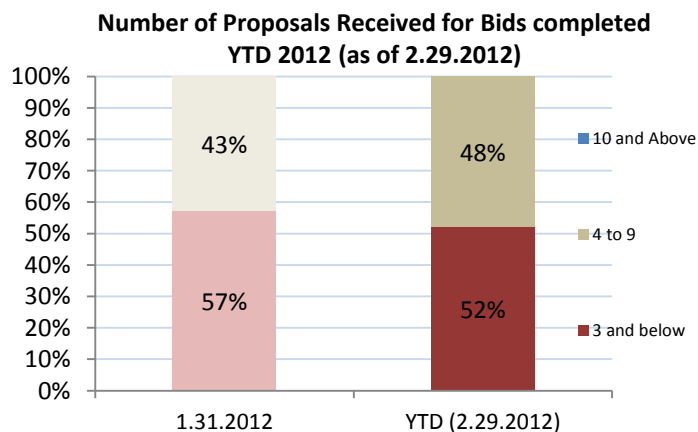
Awaiting Committee Meeting		
Department	Brief Description	Comment
Law	Legal Services	Awaiting Committee Meeting
Aviation Board	Long Term Airport Development	Awaiting Committee Meeting

Waiting on Support / Response from Departments		
Department	Brief Description	Comment
Mayor	Sum. Youth Employment Program	Awaiting Decision
Aviation Board	Financial Consultant	Awaiting Decision
Aviation Board	Secret Shopper	Awaiting Decision
Aviation Board	Wildlife Mitigation	Awaiting Decision
Aviation Board	Project Management	Awaiting Decision
Neighborhood 1	NO Redevelopment Eastern	Awaiting Decision
ITI	Payroll System	Awaiting Decision
Finance	Online Auction Svs NO East	Awaiting Decision

The Number of Bids in Process Increased from 16 to 23 as of 2.29.2012



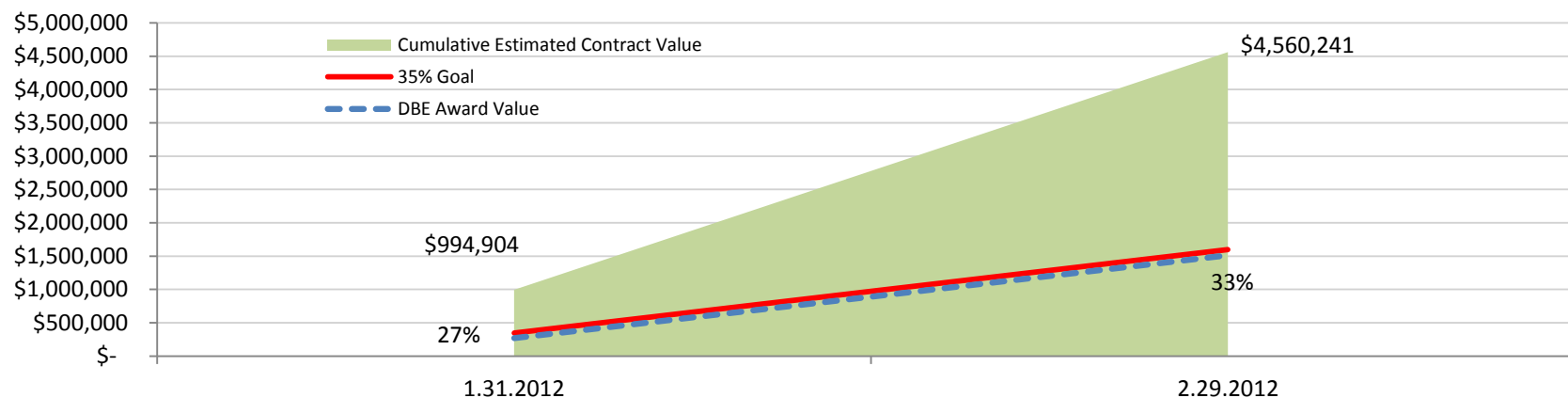
* Includes cancelled Bids for which proposals were not received



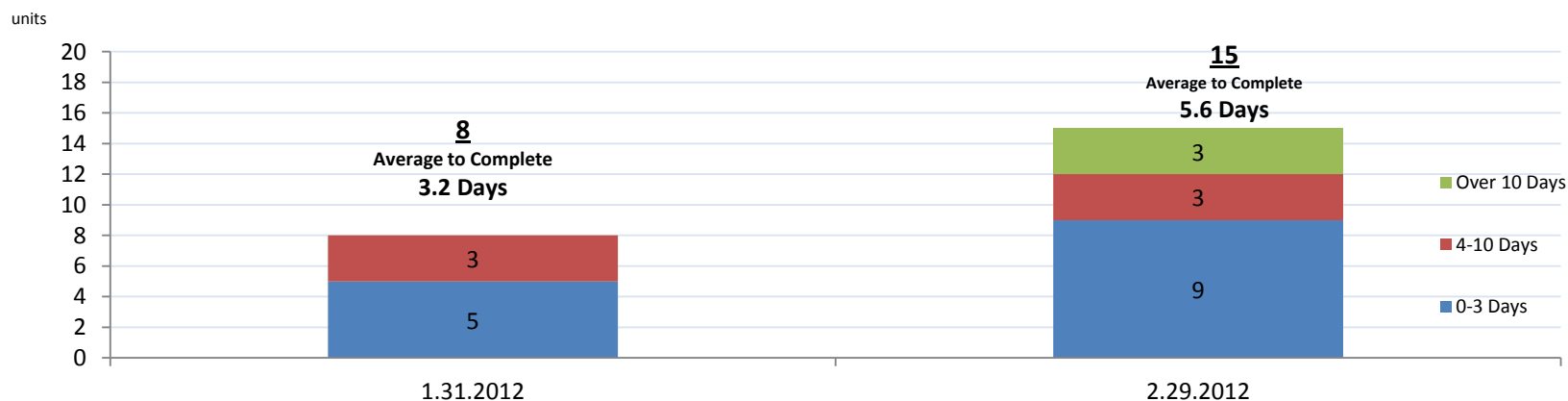
Awaiting on Department		
Department	Brief Description	Issue
Capital	5th District Police Station	Waiting Support (Specs & Other)
Capital	Engine 10	Awaiting Award
Capital	Milne Boys Home Remediation	Waiting Support (Specs & Other)
Capital	Lyons Community Center	Waiting Support (Specs & Other)
Capital	St. Roch Market Repairs	Waiting Support (Specs & Other)
Capital	Joseph Bartholomew Maint. Bldg.	Waiting Support (Specs & Other)
Civil Service	Medical Exams	Awaiting Award
DPW	Asphalt Maint Phase II Lower 9th Ward/St. Claude	Waiting Support (Specs & Other)
Office of Emergency Preparedness	Generator	Waiting Support (Specs & Other)

Cumulative YTD Percentage of DBE Award Value as of 2.29.2012 is 33%

DBE Commitment for Bids and RFPs Opened and



Time to Process DBE Validation by the Office of Supplier Diversity 2012





Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

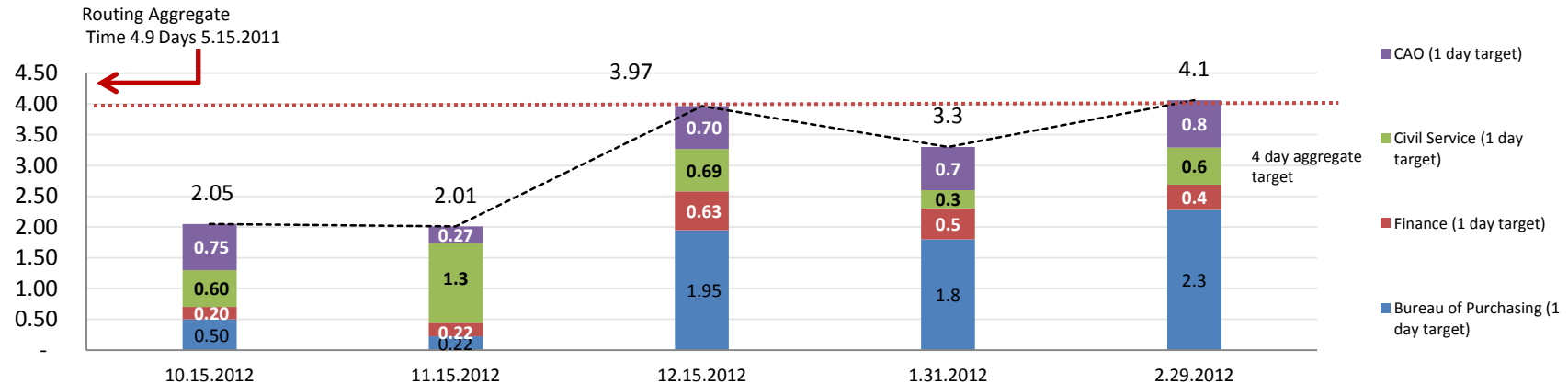
Payment

Contract Package Routing

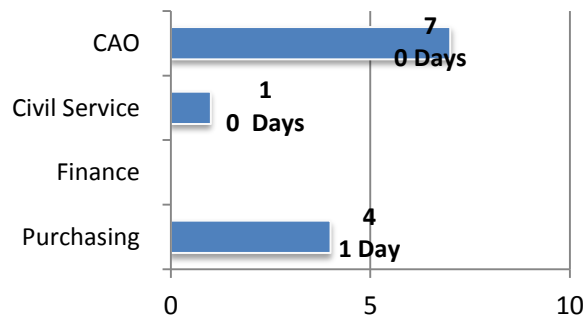
- Average Contract Routing Time

Average Time to Approve Contracts Being Routed Exceeded the Target Slightly

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



12 Contract Request in Q as of 2.29.2012



CAO Distribution Approval			
Days to Approve	12.15.2012	1.31.2012	2.29.2012
0-1 Days	88%	93%	90%
2- 3 Days	2%	4%	3%
4-7 Days	10%	3%	7%
Over 8 Days	0%	0%	0%

Civil Service Distribution Approval			
Days to Approve	12.15.2011	1.31.2012	2.29.2012
0-1 Days	83%	97%	92%
2- 3 Days	17%	3%	8%
4-7 Days	0%	0%	0%
Over 8 Days	0%	0%	0%

Finance Distribution Approval			
Days to Approve	12.15.2012	1.31.2012	2.29.2012
0-1 Days	98%	93%	97%
2- 3 Days	2%	7%	3%
4-7 Days	0%	0%	0%
Over 8 Days	0%	0%	0%

Bureau of Purchasing Distribution Approval			
Days to Approve	12.15.2011	1.31.2012	2.29.2012
0-1 Days	69%	70%	62%
2- 3 Days	9%	14%	18%
4-7 Days	17%	12%	10%
Over 8 Days	5%	4%	10%

Source : ECMS 1.31.2012



Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

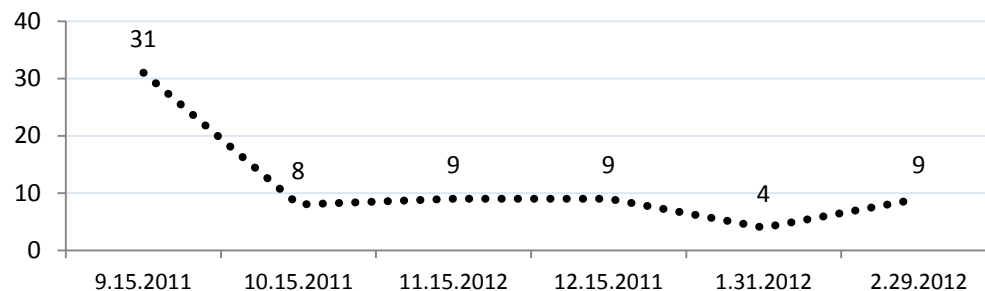
Payment

Contract Approval Process

- Contract Rejections
- Contract Processing and Approval

9 Contracts Were Rejected/ Returned During the Period

Contracts Returned / Rejected by Approval Level or Law Department by Period (in units)



2.29.2012	
Department	Total
DPW	2
EMS	1
Human Services	1
OCD	4
Sanitation	1
Grand Total	9

**Reasons for Contracts Returned or Rejected by Either Approval Level or Law Department
2.1.2012 - 2.29.2012**

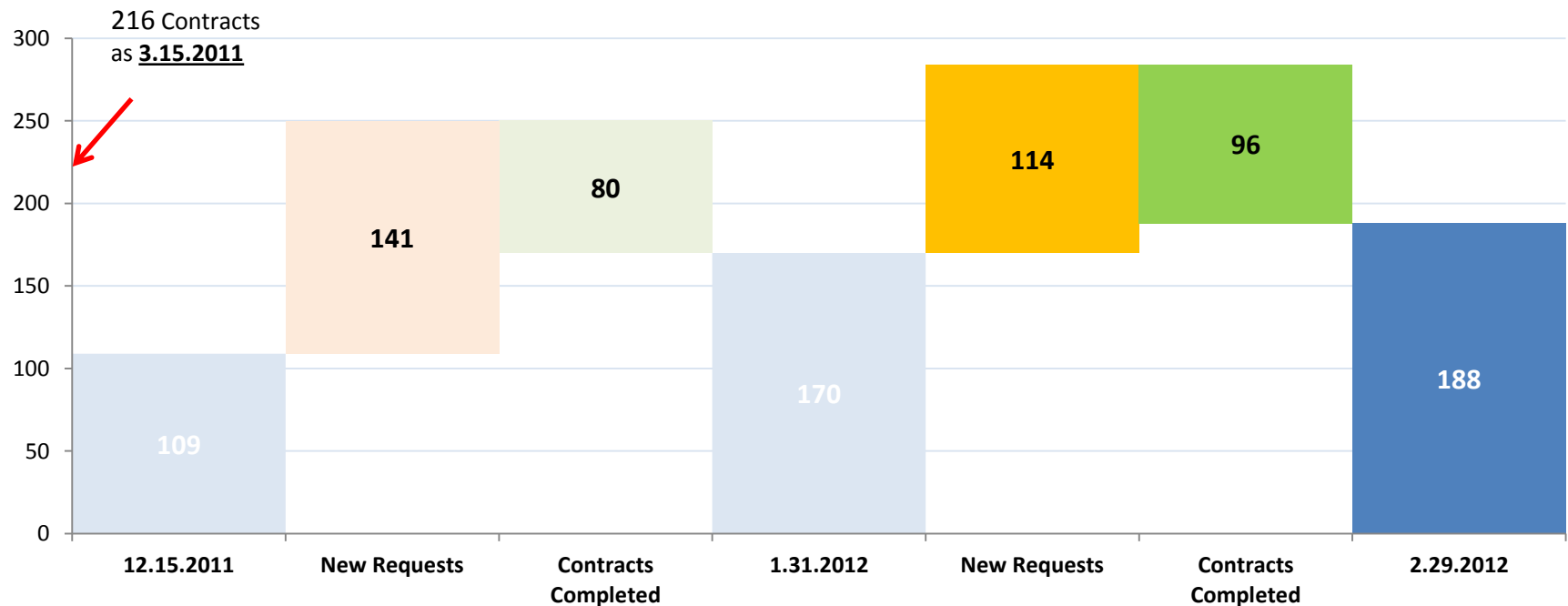


Source : ECMS System 3.1.2012

Contracts: All Contracts in Process as of 2.29.2012

(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 2.29.2012 (in units)

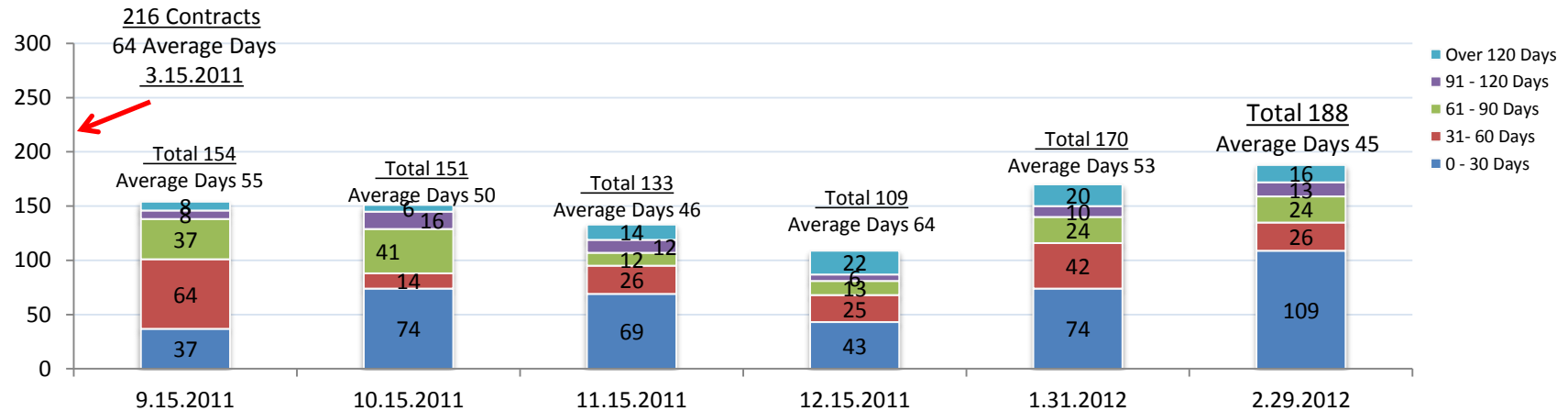


Source : Law Department and ECMS System 3.1.2012 and 3.8.2012

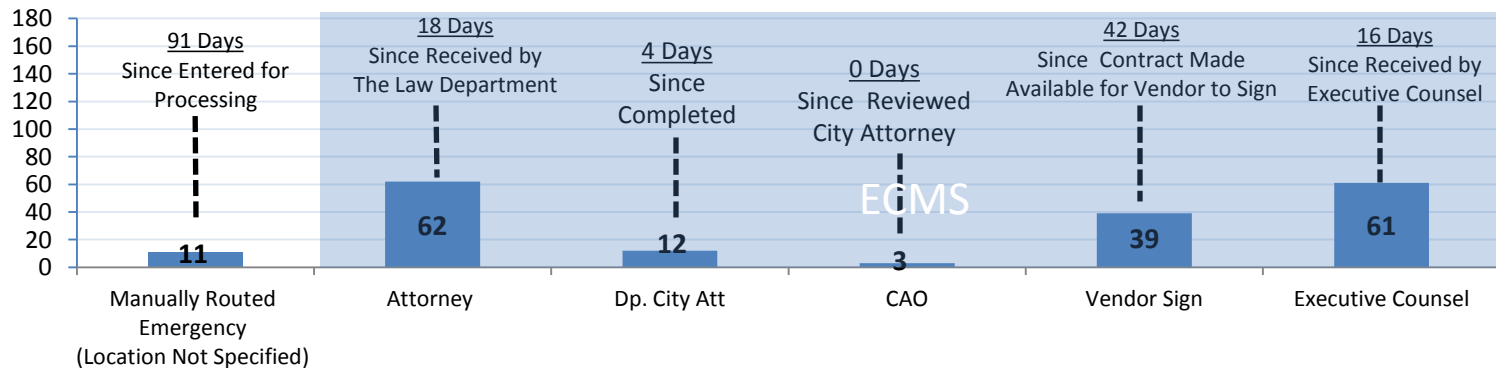
Contracts : All Contracts in Process as of 2.29.2012

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

The Average Age of Contracts Awaiting Processing Decreased to 46 Days



Location and Average Age of Contracts in Process as of 2.29.2012

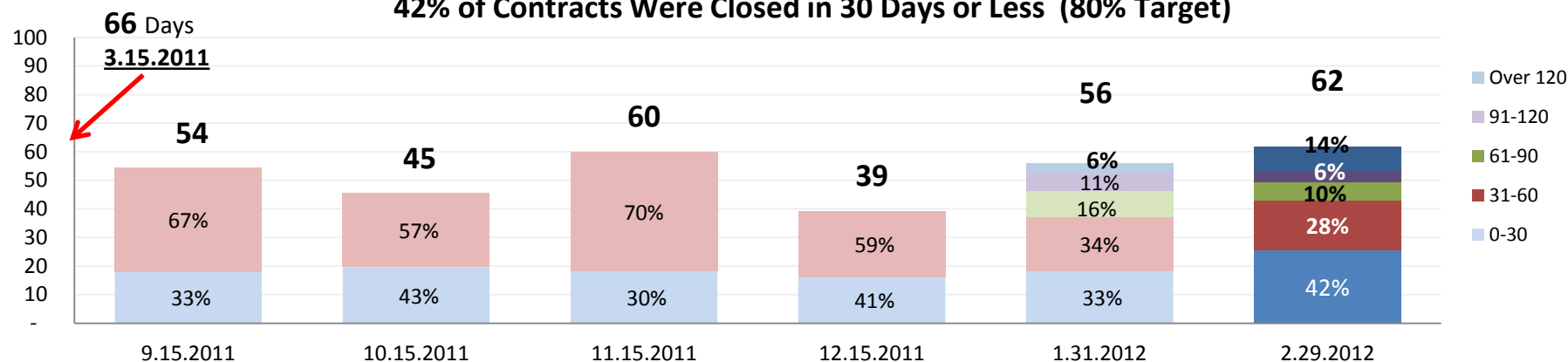


Source : Law Department 3.8.2012 and ECMS System 3.1.2012

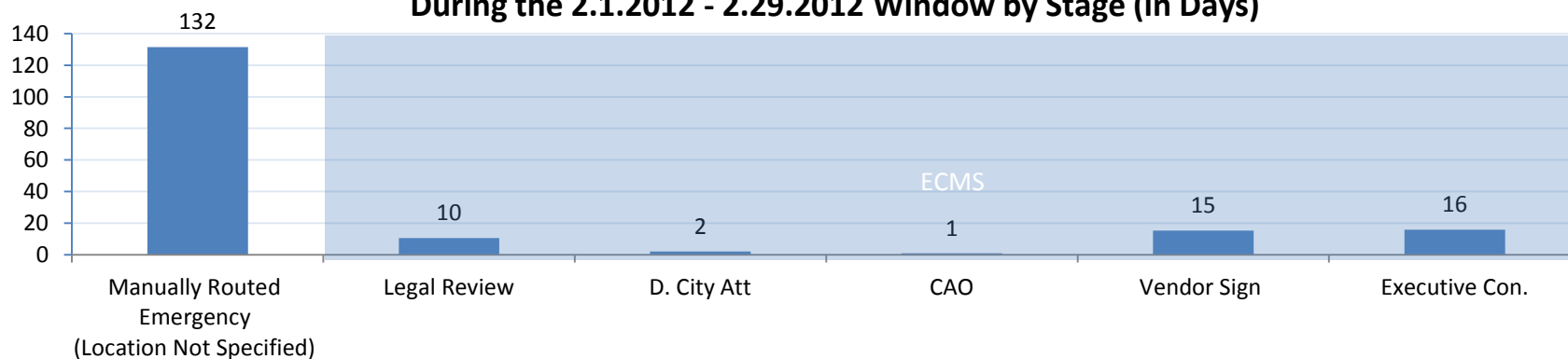
Contracts : All Contracts Executed Between 2.1.2012 and 2.29.2012

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

**The Average Time to Close Contracts During the Period Increased to 62 Days from 56 Days
42% of Contracts Were Closed in 30 Days or Less (80% Target)**



Average Time to Process Contracts Completed During the 2.1.2012 - 2.29.2012 Window by Stage (in Days)



Source : : Law Department 3.8.2012 and ECMS System 3.1.2012

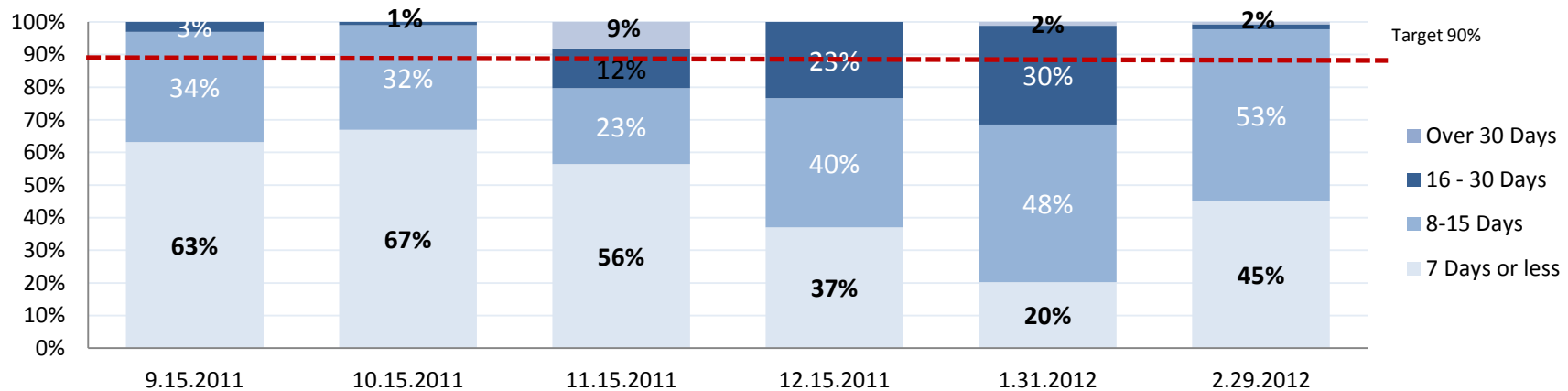
The check: Accounts payable

- 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

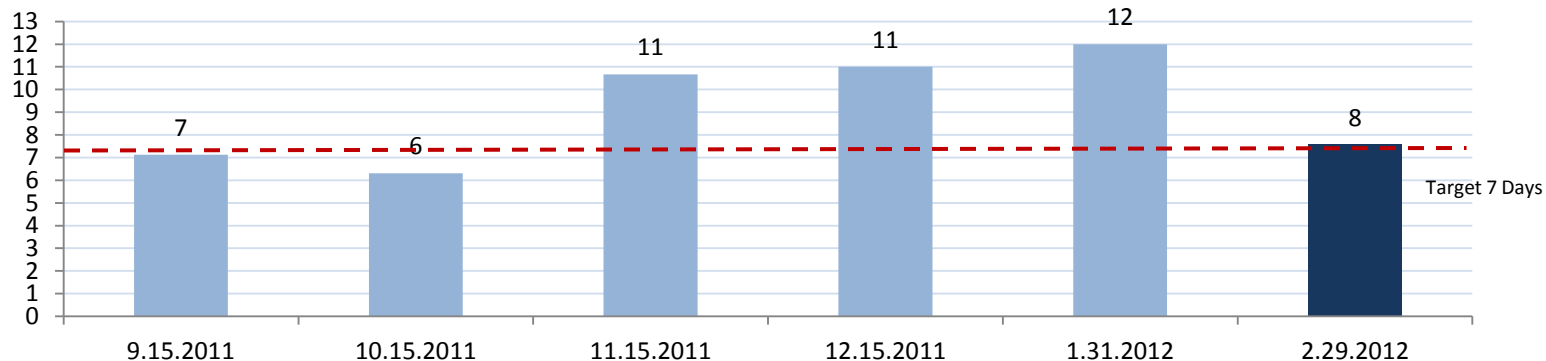
The Percentage of General Fund (and Agency) Payments Processed in 7 Days or Less Increased to 45%

Working Days to Process General Funds and Agencies Check Payments by A/P Office for Periods Ending 9.15.2011 to 2.29.2012 (in %)

Sample 270 selections 95% confidence level +-5



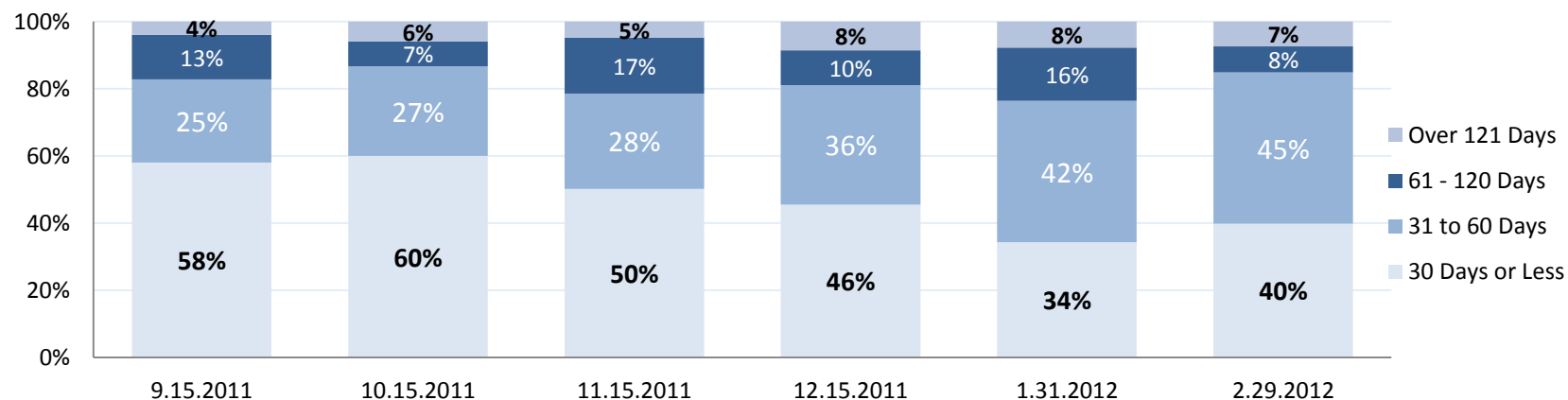
Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



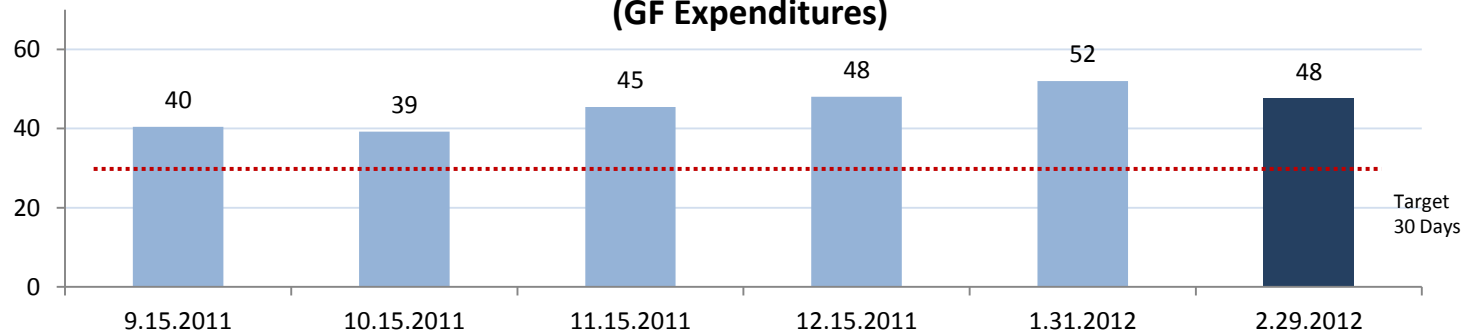
The Percentage of General Fund (and agency) Payments in 30 Days or Less Increased to 40% in the Current Period

Percentage of Payments in Days From Invoice Date to Payment for General Fund (or Agency) Expenditures for Periods Ending 9.15.2011 - 2.29.2012(in %)

Sample 270 selections 95% confidence level +-5



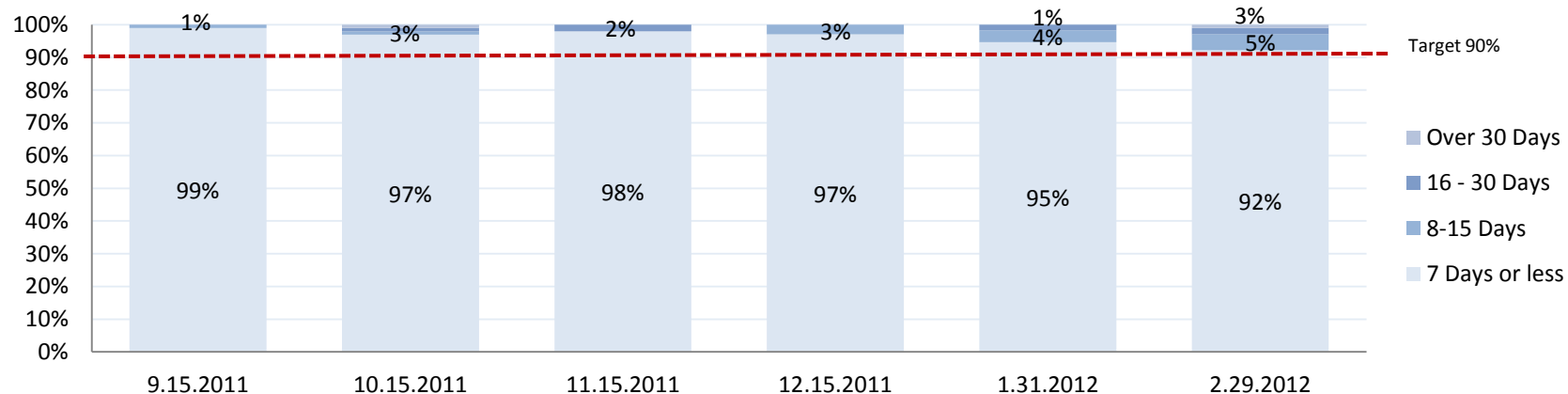
Average Number of Days to Pay Invoices From Invoice Date (GF Expenditures)



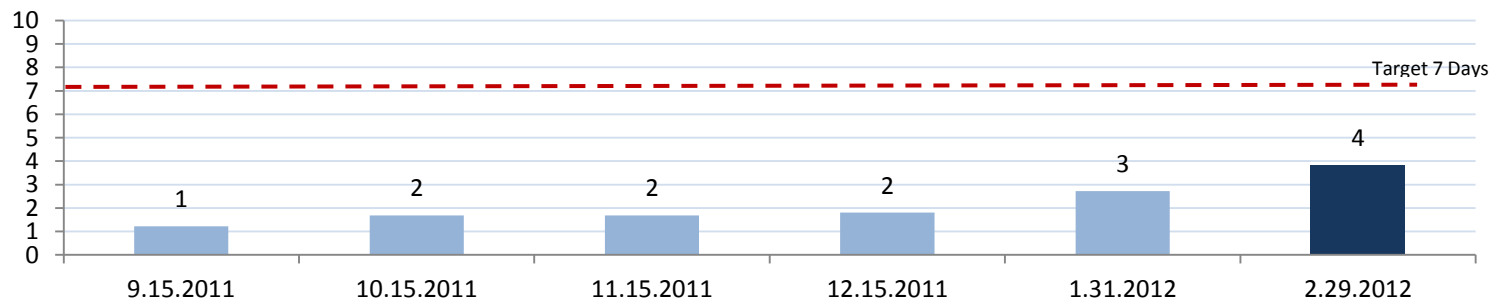
The Percentage of Capital and Grant Payments Processed in 7 Days or Less Remains Over the 90% Target

Working Days to Process Capital Expenditures and Grants Check Payments by A/P Office for Periods Ending 9.15.2011 - 2.29.2012(in %)

Sample 100 selections 90% confidence level ± 10



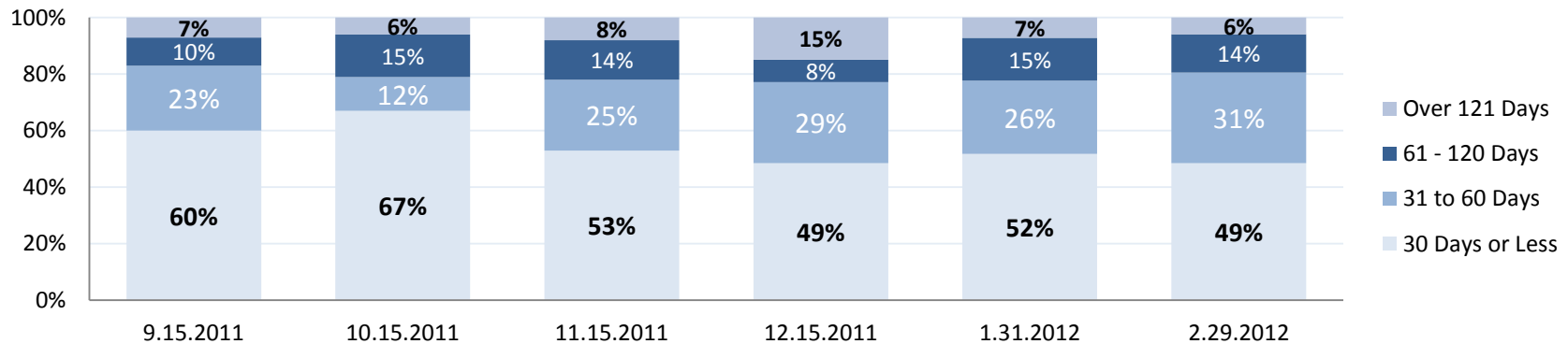
Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)



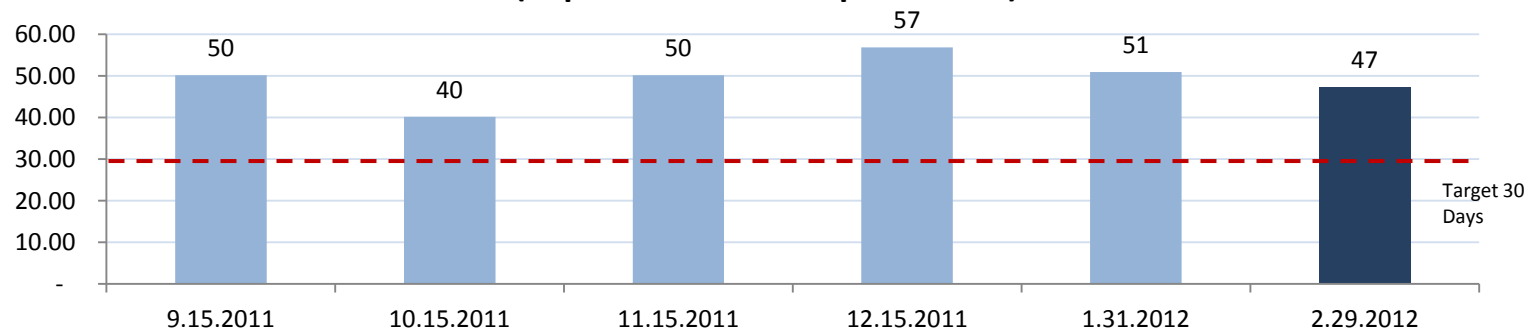
The Percentage of Capital and Grant Payments Made in 30 days or Less from Invoice date Decreased to 49 % from 52% in the prior period

Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 9.15.2011 - 2.29.2012 (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 2.1.2012 – 2.29.2012

Sample 270 Selections 95% Confidence level +-5

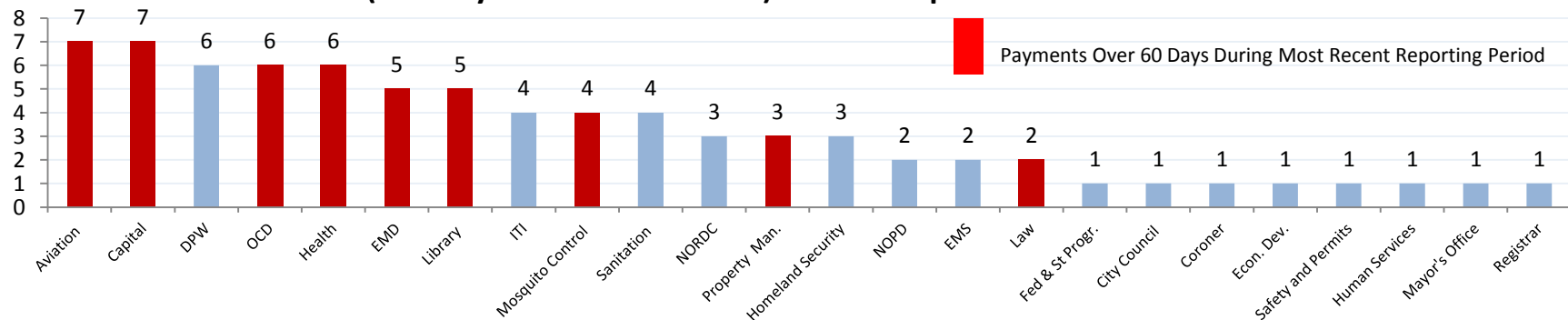
General Fund & Agencies Department	Over 60 Days		Grand Total	(**) % Dep. Late
	No	Yes		
Aviation	29	6	35	17%
DPW	7	2	9	22%
EMD	10	3	13	23%
Law	4	3	7	43%
Library	18	3	21	14%
Mosquito	6	3	9	33%
Property Management	9	3	12	25%
Other Departments	148	16	164	10%
Grand Total	231	39	270	

Sample 100 Selections 90% Confidence level +-10

Capital & Grants Department	Over 60 Days		Grand Total	(**) % Dep. Late
	No	Yes		
Capital	16	4	20	20%
DPW	10	1	11	9%
Health	18	8	26	31%
OCD	10	3	13	23%
Other Departments	26	4	30	13%
Grand Total	80	20	100	

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

of Reporting Periods Departments/Agencies Have Had Multiple Late Payments (>60 Days from Invoice Date) in the Sample Since 6.15.2011*



(*)Through a sample selection of 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 why payments were not made in a timely fashion. This list represents all those departments/agencies that have been invited, and the number of times they have been invited, to explain late payments.

A Number of CDBG Invoices Remain Unpaid Because of Contracts Currently Being Processed or Because the City is Awaiting State Processing.

		Age					Grand Total
		<=30	31-60	61-90	91-120	>120*	
Stage	PM to Send to Owning Department	1				5	6
	Owning Department to Approve		2			1	3
	Owning Department to Send to Accounting	2					2
	Accounting to Approve	0	6				6
	State DRU to Send to State Finance	3	5	1	2		11
	State Finance to Pay City	14	18	14			46
	Payment to Hit City's Bank		7	24			31
	City to Cut Check		24	14	12	3	53
Grand Total		20	62	53	14	9	158

Over
60
days

Over
30
days

Reason for Delay	Dispute with the vendor					1
	Misplaced / Not Processed Timely					
	With the State		27	15	2	
	Contract being processed					5
	Other		12			3
	Paid		23	38	12	
			62	53	14	9

*Funding and budget allocation issues delaying payment for invoices in the ">120" category

A significant number of DPW (City) Invoices Received Over 60 days Ago Remain Unpaid. Most of These Exceptions Are the Result of Contracts Currently Being Processed

		Age					Grand Total	
		<=30	31-60	61-90	91-120	>120		
Stage	Project Manager to Approve Invoice				1	21	22	Over 60 days
	DPW Fiscal to Receive Invoice	1					1	
	DPW to Create Receiver	6	8	1	1	4	20	Over 30 days
	DPW to Receive Check	4	1	3			8	
	Grand Total	11	9	4	2	25	51	

Reason 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		2		1	25	
	Other *		6	2	1		
	Paid		1	2			
			9	4	2	25	

*The 9 "Other" invoices over 30 days old, 1 invoice is waiting on reimbursement from the State before the check can be released. 4 invoices required a vendor address change in AFIN. The other 4 cannot be processed until SWB Funding is received.

A Significant Number of DPW (Revolver) Invoices Received Over 60 Days Ago Remain Unpaid.

		Age					Grand Total
		<=30	31-60	61-90	91-120	>120	
Stage	Consultant to Send to DPW		1			36	37
	Project Manager to Approve Invoice			1			1
	DPW Fiscal to Receive Invoice		2	1		6	9
	DPW to Create Receiver					17	17
	PDU Finance to Receive from DPW		1	2		1	4
	State to Send to Hancock					2	2
Grand Total			4	4		62	70

Over 60 days

Over 30 days

Reason for Delay	Dispute with the vendor (*)					36
	Goods received at a later date / Services were not rendered					
	Invoice was misplaced / Not processed timely					
	Contract being processed		3	1		8
	Other (**)			1		16
	Paid		1	2		2
			4	4		62

* 2 Vendors - One dispute is under legal review (29 invoices) and the other (7 invoices) is related to a credit issue caused by duplicate billing on previous invoices.

** 2 Vendors on the Drainage Point Repair project with invoices currently being processed.

Information obtained from Quickbase (DPW Department) 3.1.2012 – 3.8.2012

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

		Age					Grand Total
		<=30	31-60	61-90	91-120	>120	
Stage	PM To Approve	1					1
	CPA to Create Receiver	4	1	1			6
	CPA to Deliver to Finance	4	1		1		6
	Finance to Receive from CPA			1			1
	Finance to Cut Check	11	5	2			18
	Finance to Release Check	1	2				3
Grand Total		21	9	4	1	0	35

Over
60
days

Over
30
days

Reason for Delay	Dispute with the vendor			3		
	Goods received at a later date / Services were not rendered					
	Invoice was misplaced / Not processed timely					
	Contract being processed			1		
	Other		5			
	Paid		4		1	
			9	4	1	0

Information obtained from Quickbase (Capital Projects Department) 3.1.2012 – 3.8.2012

Capital Projects Invoices Paid Through the Revolver Have Been Paid on Time With the Exception of a Few Outliers Due to Disputes with the Vendor

		Age					Grand Total	
		<=30	31-60	61-90	91-120	>120		
Stage	CPA to Deliver to Finance	1					3	Over 60 days
	Finance to Receive from CPA					1	1	
	Finance to Send to State	1					9	Over 30 days
	State to Send to Hancock	13	2	2		1	17	
	Grand Total	15	2	2	0	2	33	
Reason for Delay	Dispute with the vendor			1				
	Goods received at a later date / Services were not rendered					1		
	Invoice was misplaced / Not processed timely							
	Contract being processed							
	Other			1		1		
	Paid		2					
			2	2	0	2		

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?