



CITY OF NEW ORLEANS

ReqtoCheck**STAT**

Reporting Period: January 1-31st 2013

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.

ReqtoCheck: 2013 Performance Plan

Citywide Result Area: Open and Effective Government

Goal: Ensure sound fiscal management and transparency, promote effective, customer-driven services and foster active citizen engagement in City government.

Objective: Exercise effective management and accountability for the City's physical resources

Strategy: Manage vendor relationships and provide oversight of City contracts

Key Outcome Measure: Average number of respondents to bids and RFPs

Key Performance Indicators	2013 Target
Average number of days to approve requisitions for the purchase of goods or services by the budget office.	2
Percentage of bids/rfps with 3 or more proposals	70%
Percent of contracts drafted and reviewed by the Law Department and signed by the City Attorney in 30 days or less	80%
Percent of invoices paid within 30 days for bonds, 45 days for revolver funds, and 60 days for DCDBG funds by Capital Projects	80%
Percent of Capital/Grants Fund invoices processed within 7 business days of being received by Accounts Payable	90%
Percent of General Fund invoices processed within 7 business days of being received by Accounts Payable	70%

Citywide Result Area: Economic Development

Goal: Spur the growth of a diverse, inclusive economy that creates good-paying jobs and provides equal access to economic prosperity.

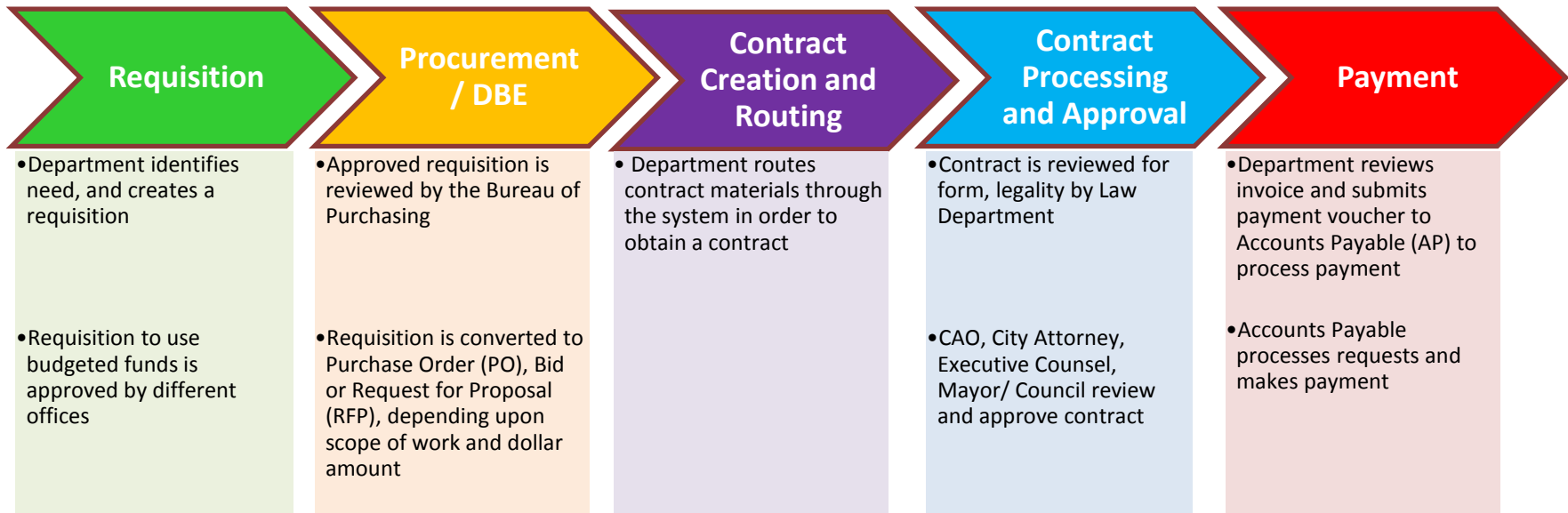
Objective: Promote business growth and job creation

Strategy: Promote an environment of equal opportunity for a diverse supplier pool

Key Outcome Measure: Job growth (metro)

Key Performance Indicators	2013 Target
Percent of city contract value awarded to Disadvantaged Business Enterprises (Supplier Diversity)	35%

Procurement Process Overview*



*See a more detailed process map on slide 34

Procurement and Contracting Related IT Systems : January Systems Availability

System	% Available	
BuySpeed ** &*** GF and Agency (Procurement/Bids/Payments)	62%	96% - 100%
ECMS * Contract Routing	99%	90% - 95%
AFIN Capital and Grants (Procurement/Bids/Payments)	99%	0 - 89%
Great Plains GF and Agency (Payments)	97%	Availability Affected by Other System

System availability was calculated as the total number of hours the system was not operational between the hours of 7:00 AM and 6 :00 PM (workdays) during the month of January

Action Items *

	Responsible Parties	Area	Action Item	Status
**	Allen Square	ITI	Update regarding check information that is currently not being exchanged between BuySpeed and Great Plains	Open. Please provide and estimated timeline for this problem to be fixed
*	Allen Square	ITI	Update regarding email notification from ECMS. Email is not reaching users in a timely manner	Open. Please provide and estimated timeline for
	Allen Square	ITI	Updated regarding BuySpeed test environment. Is the City currently using the latest version ?	Open
***	Allen Square	ITI	Update on new bid electronic information not reaching potential vendors	Open. Please provide and estimated timeline for
	James Husserl	ITI	Adding Great Plains to the list of procurement related systems	Completed



Requisition

Procurement
/ DBE

Contract
Creation and
Routing

Contract
Processing
and Approval

Payment

Requisition Approval

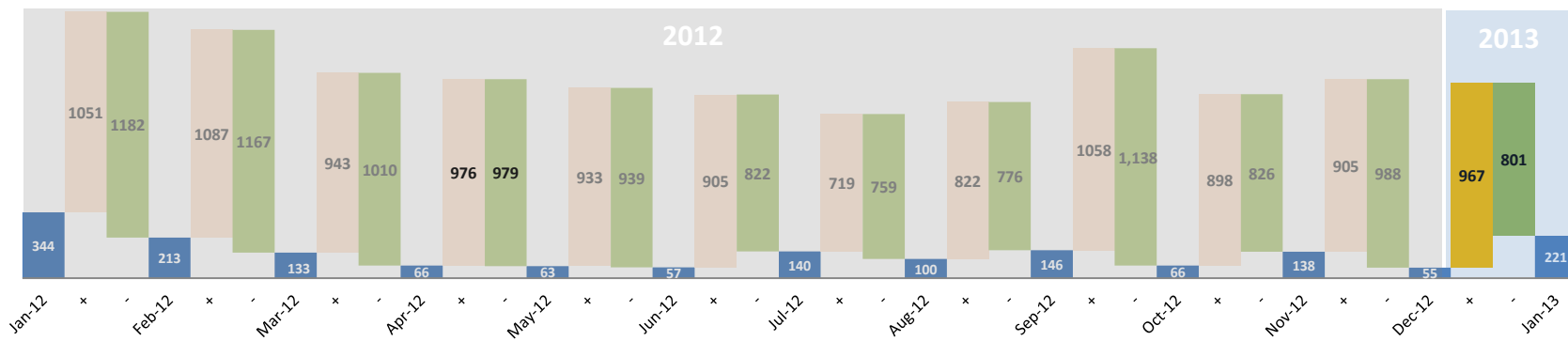
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level
- Approval Time of Requisitions

Action Items *

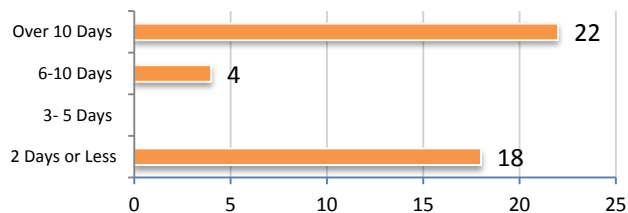
Responsible Parties	Area	Action Item	Status
Brian Firstley	Requisitions	Initialize review of services provided by the Budget Office to introduce service level agreements (SLAs) a. Type of services provided b. Expected time to complete or follow up with departments	Draft of services provided by the Budget Office has been provided to OPA. Waiting on service level agreements for the different services
Brian Firstley	Requisitions	Draft process / protocol to add org codes / users to systems (Brian + Task Force) a. What do departments need? b. Who do they need to reach out? c. What are the steps?	Draft provided to OPA. OPA is currently reviewing the draft
James Husserl	Requisitions	Create a score card for the CAO for requisition approvals over 5,000K	Completed

Approval Queue Increased to 221 Requisitions as of 1.31.2013 as a Result of IT Related Issues

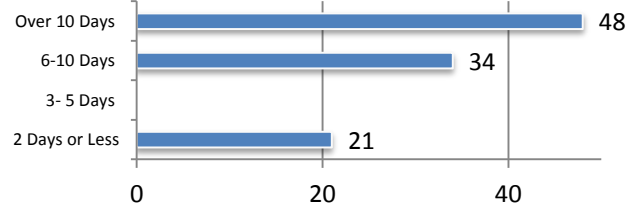
Requisition Approval Queue General Fund
for Period Ending 1.31.2013



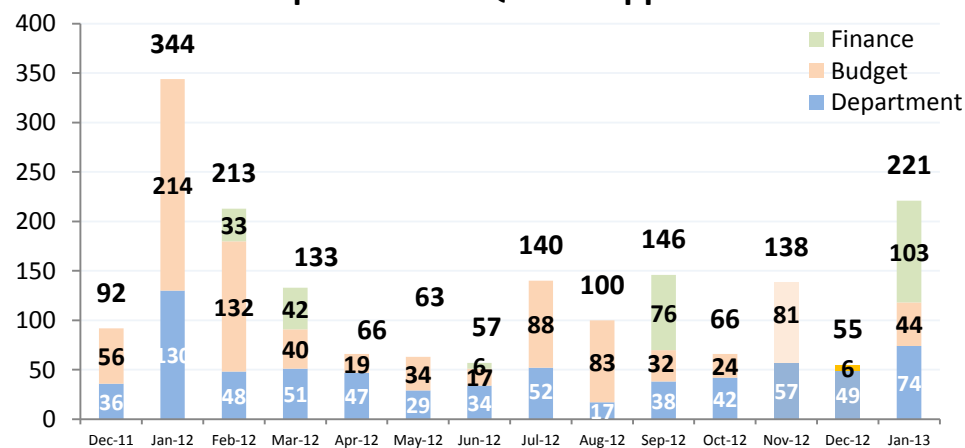
Age of Requisitions in Q Budget Office



Age of Requisitions in Q Finance Office

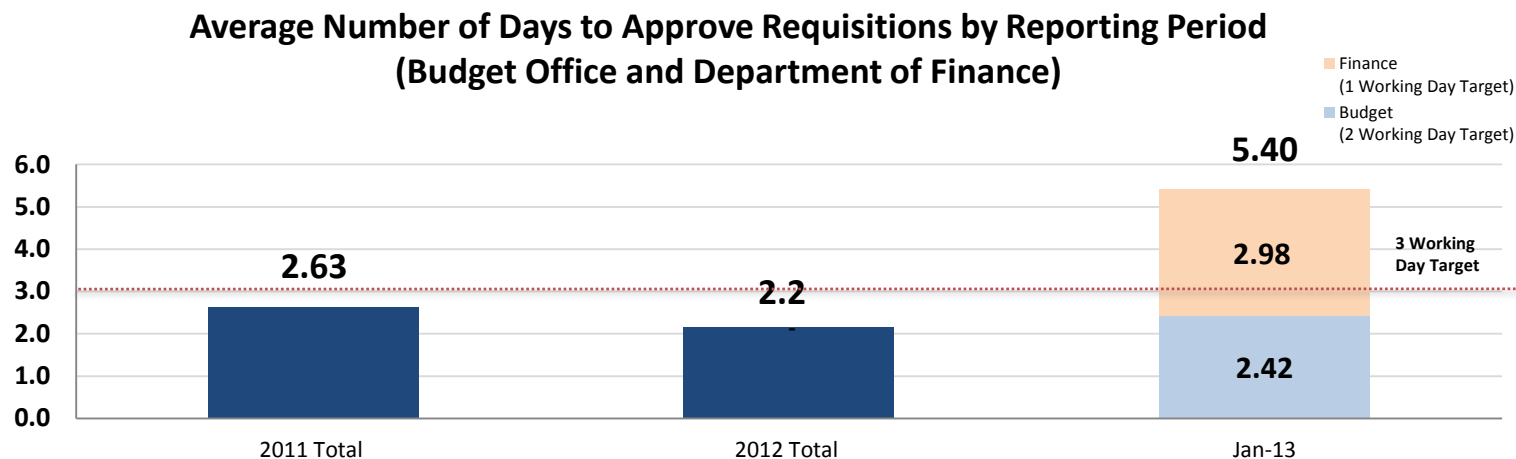


Requisitions in Q to be Approved



Source : City of New Orleans Procurement System 1.31.2012

Number of Days to Approve Requisitions Over Target as a Result of IT Related Issues



Requisition Approval Distribution by Year

Budget Approval			
Days to Approve	2011(*)	2012	Jan-13
2 or less	70.6%	81.3%	64%
3 Days	4.7%	5.6%	7%
4-5 Days	8.2%	7.2%	9%
6-10 Days	10.4%	4.6%	17%
11-15 Days	4.4%	1.1%	3%
Over 15 Days	1.7%	0.2%	-

Finance Approval			
Days to Approve	2011(*)	2012	Jan-13
2 or less	98.0%	90.4%	66%
3 Days	1.1%	5.2%	9%
4-5 Days	1.0%	2.9%	2%
6-10 Days	-	1.4%	13%
11-15 Days	-	-	10%
Over 15 Days	-	-	-

* 2011 information only available since May, 2011

Source : City of New Orleans Procurement System 1.31.2013

Requisition

Procurement
/ DBE

Contract
Creation and
Routing

Contract
Processing
and Approval

Payment

Requisition to Procurement

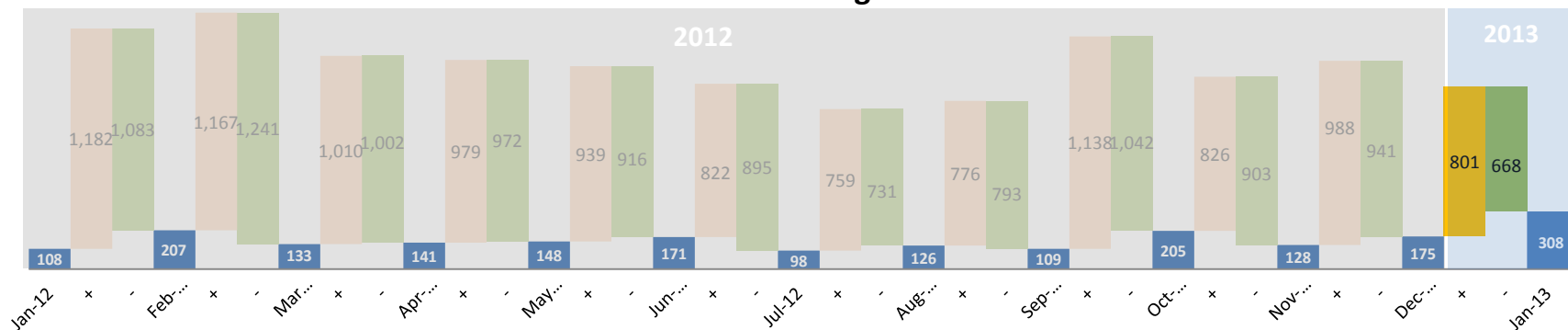
- Processing of Requisition by Bureau of Purchasing
- Status of Requisitions Awaiting Buyer Response
- Time to Convert Requisition to PO
- Status of Requests for Proposals
- Status of Bids
- DBE Information

Action Items *

Responsible Parties	Area	Action Item	Status
Arkebia Matthews	DBE	Introduce RFQ and RFP information in RegtoCheck	Working with OPA to obtain this information on a monthly basis

The Number of Requisitions in Queue Waiting to be Processed by the Bureau of Purchasing Increased to 308 as a Result of IT Related Issues

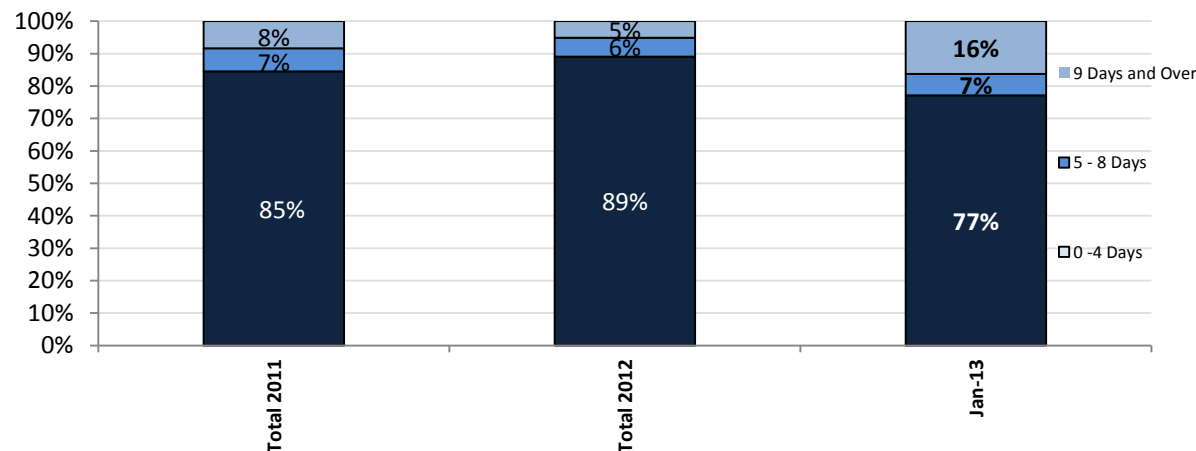
Bureau of Purchasing Requisition Processing General Fund for Period Ending 1.31.2013



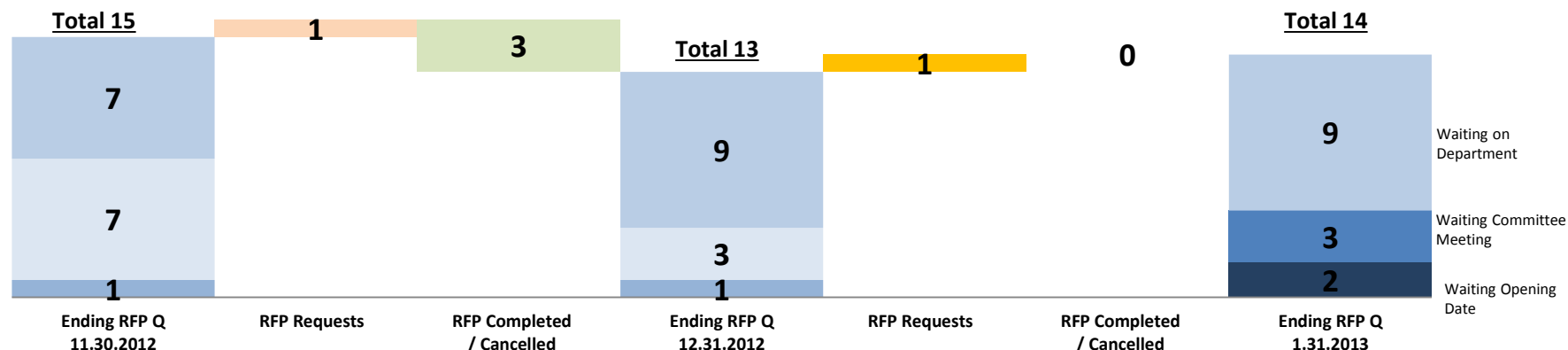
Status of Reqs Awaiting Buyer Processing	
Status	Count
Completed 2.15.2013	91
Need Contract	75
Processing Procurement	109
Waiting for Support	33
Grand Total	308

Waiting for Support	
Status	Count
Capital Projects	3
City Council	2
Economic Development	6
Finance	1
FIRE	1
ITI	3
Law	2
NORDC	5
POLICE	7
Sanitation	3
Grand Total	33

The Bureau of Purchasing Processed Requisitions in Four Days or Less of the Time (590 POs in January)



The Number of RFPS in Process at 14 as of 1.31.2013



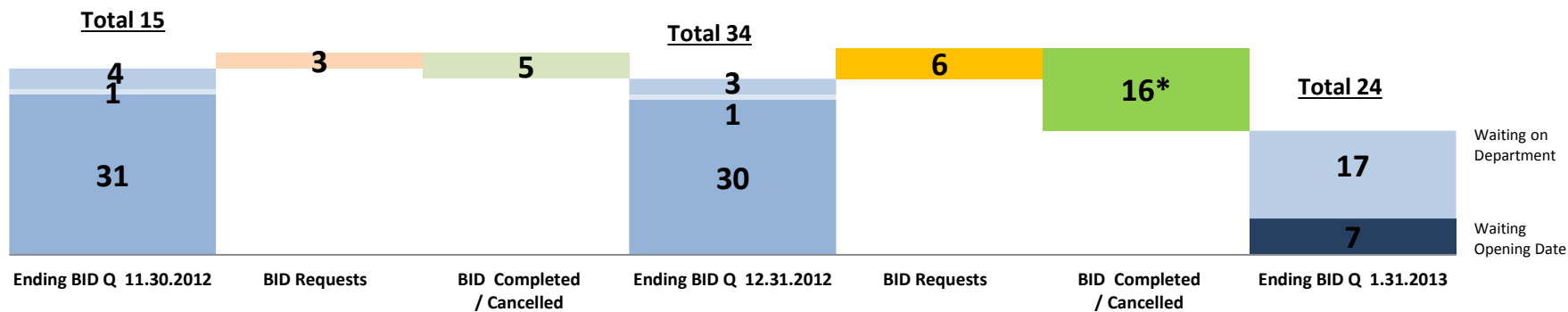
Awaiting Committee Meeting

Department	Brief Description
Aviation Board	Airfield Electrical Engineering Consulting Services
Police	Survey
Police	Gap Assessment of the NOPD Crime Laboratory

Waiting on Support / Response from Departments

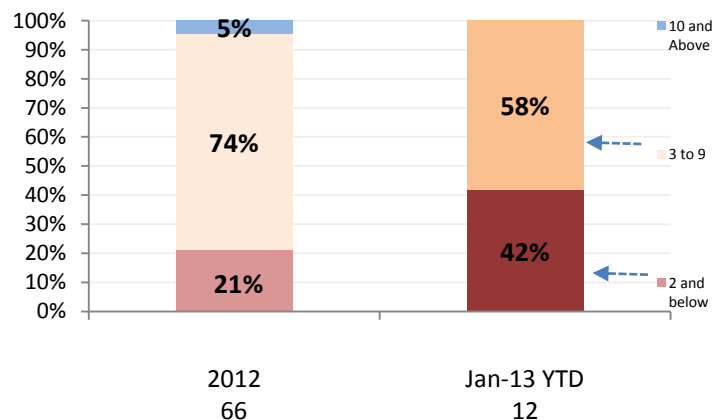
Department	Brief Description	Comment
Aviation Board	Air Service Development Consulting Services	Awaiting Decision
Aviation Board	AIRPORT INSURANCE BROKERAGE SERVICES	Awaiting Decision
Aviation Board	State & Local Representation Svcs	Awaiting Decision
Aviation Board	Environmental Engineering & Spill Response Professional Service	Awaiting Decision
Aviation Board	On Call Legal Services	Awaiting Decision
Aviation Board	DBE Consulting Services	Awaiting Decision
Mayor's Office	Neighborhood Capacity Building Supporting Neighborhood Engag	Awaiting Decision
Neighborhood 1	Online Auction Services N.O. East	Awaiting Decision
Public Works	Curbside Management & Enforcement	Awaiting Decision

The Number of Bids in Process at 24 as of 1.31.2013



* Includes closed and cancelled bids

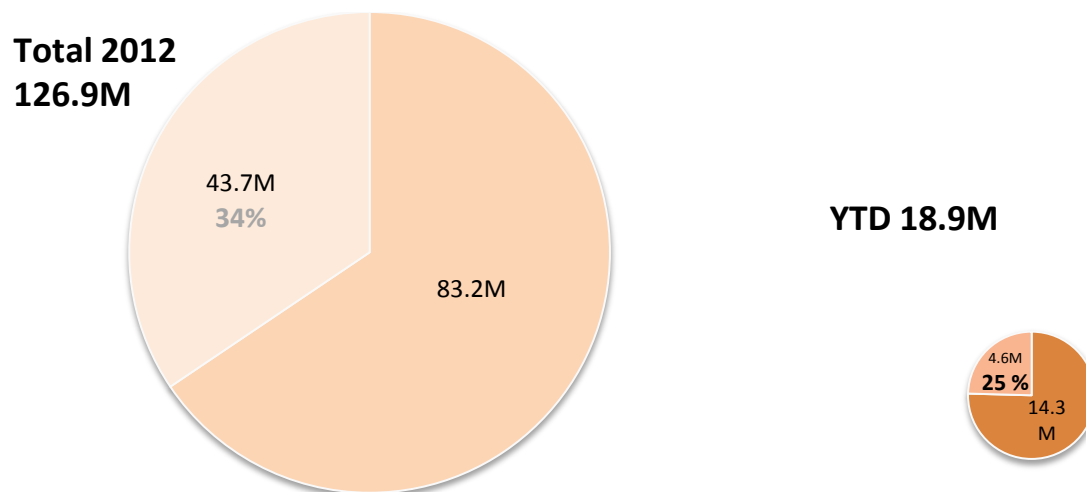
Number of Proposals Received for Bids completed 2013 YTD vs. 2012



Waiting on Support / Response from Departments		
Department	Brief Description	Comment
Aviation Board	Airport perishable goods lease	Decision
Aviation Board	airport office / warehouse property lease	Decision
Aviation Board	airport luggage cart rental concession	Decision
Aviation Board	airport business service center services	Decision
Aviation Board	structure demolition, asbestos abatement & debris removal	Decision
Aviation Board	airport info technology network cabling	Decision
Aviation Board	limousine service spaces lease	Decision
Aviation Board	Weed & grass control chemicals	Decision
Capital Projects	milton h. latter library phase ii renovations	Decision
Capital Projects	criminal courts - two new courtrooms	Decision
Capital Projects	joseph bartholomew clubhouse cart storage	Decision
Finance	joc 6	Decision
Finance	joc 5	Decision
Property Management	dept of motor vehicle lease	Decision
NOHSEP	eoc shutters	Decision
Police	uniforms	Decision
EMD	Replacement and repair service for heavy duty detroit diesel	Decision

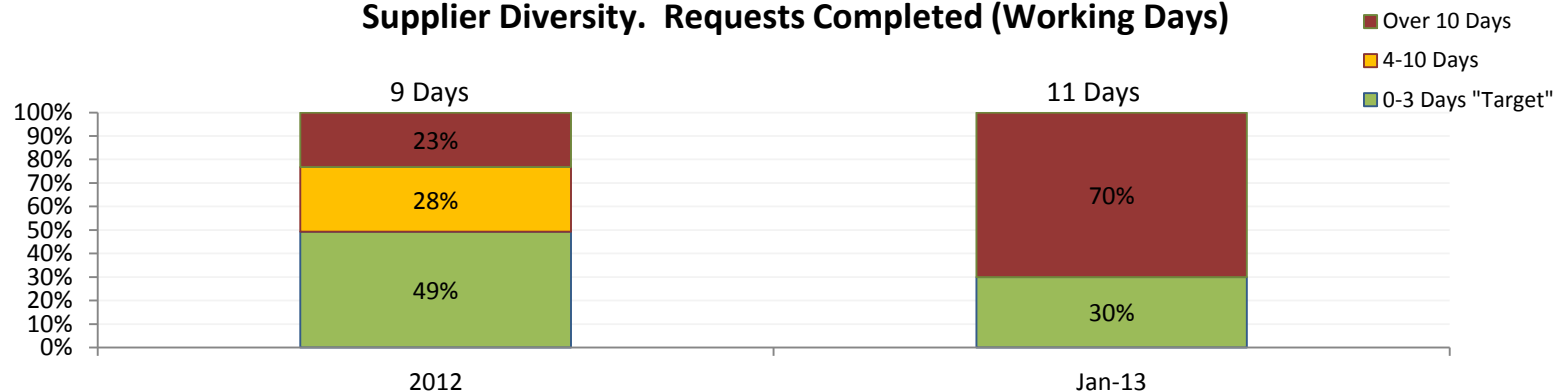
Source : Bureau of Purchasing 1.31.2013 – 1.31.2013

2012 and 2013 YTD Percentage of DBE Committed Award Value. Goal 35%



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

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



Bids: Cumulative YTD DBE % Committed Award Value by Department

Jan-13			
Department	Estimated Contract Value	DBE Commitment	DBE Percentage
Piazza D'Italia	257,000	95,604	37.2%
Capital Projects	18,652,906	4,551,930	24.4%
Mayor's Office	20,975	2,727	13.0%
Grand Total	18,909,906	4,647,534	25%

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



Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

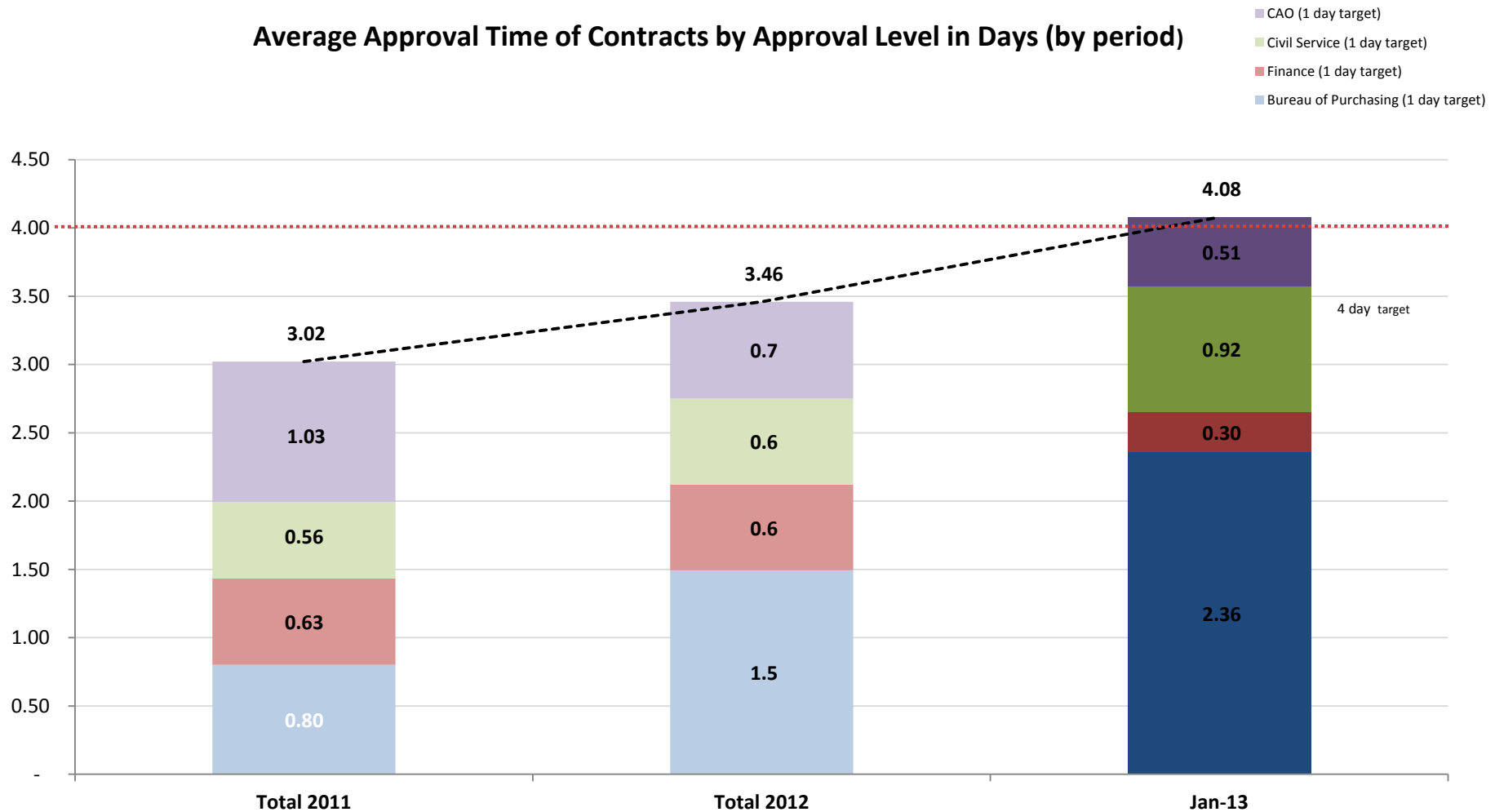
Payment

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)



* 2011 information only available since May, 2011

Source : ECMS 1.31.2013

Contract Approval Process

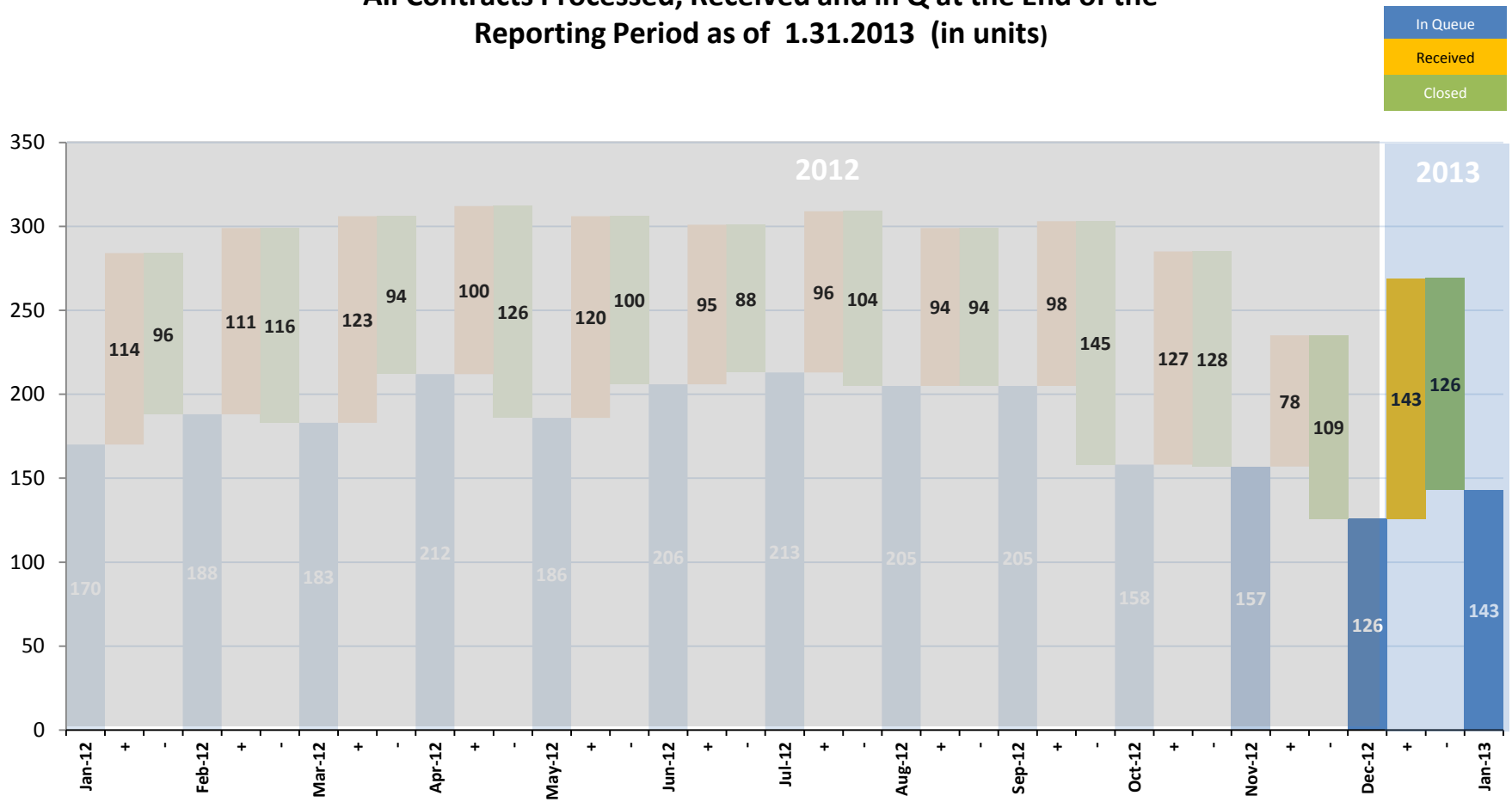
- Contract Processing and Approval

Action Items *

Responsible Parties	Area	Action Item	Status
Michael McKenna	Contracts	Risk management form update. a. What is the process ?	Draft of risk form was provided to the ReqtoCheck Task Force. Taskforce will discuss process and provide draft to CAO for approval
Mary Kay Kleinpeter	Contracts	Identify group of contracts that can use a PO. Provide a preliminary list during the next meeting.	Open
Robert Rivers	Contracts	Present the list of contracts draft templates available.	Open
Robert Rivers	Contracts	Legal opinion on 8R and conversation with the City Council	Open
Robert Rivers	Contracts	Memo regarding update on the Blight contract in vendor signature for 230 days (LS)	Completed

Contracts: All Contracts Processed, Received and in Queue January 2012 – January 2013 (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 1.31.2013 (in units)

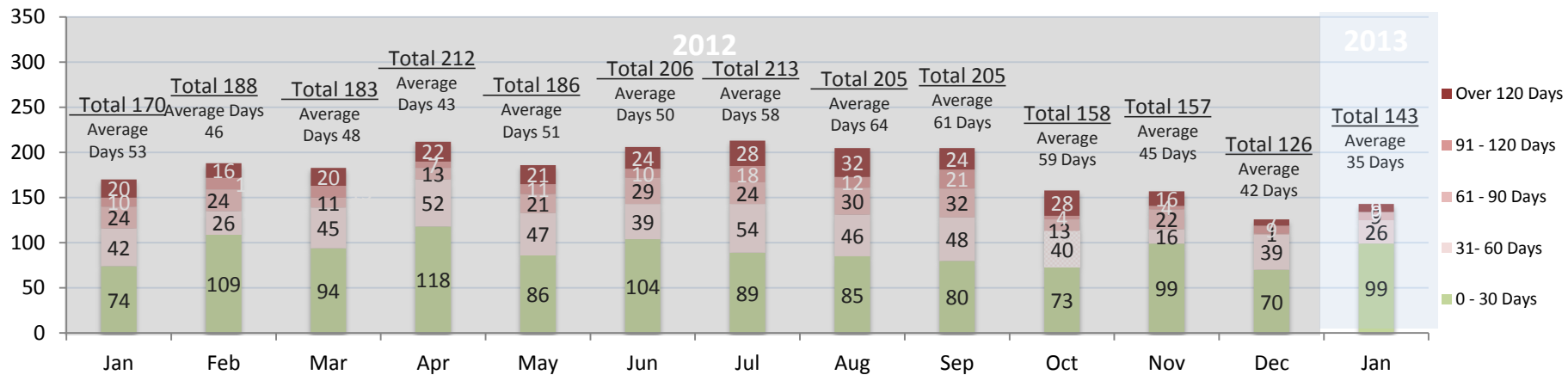


Source : Law Department and ECMS System 1.31.2013

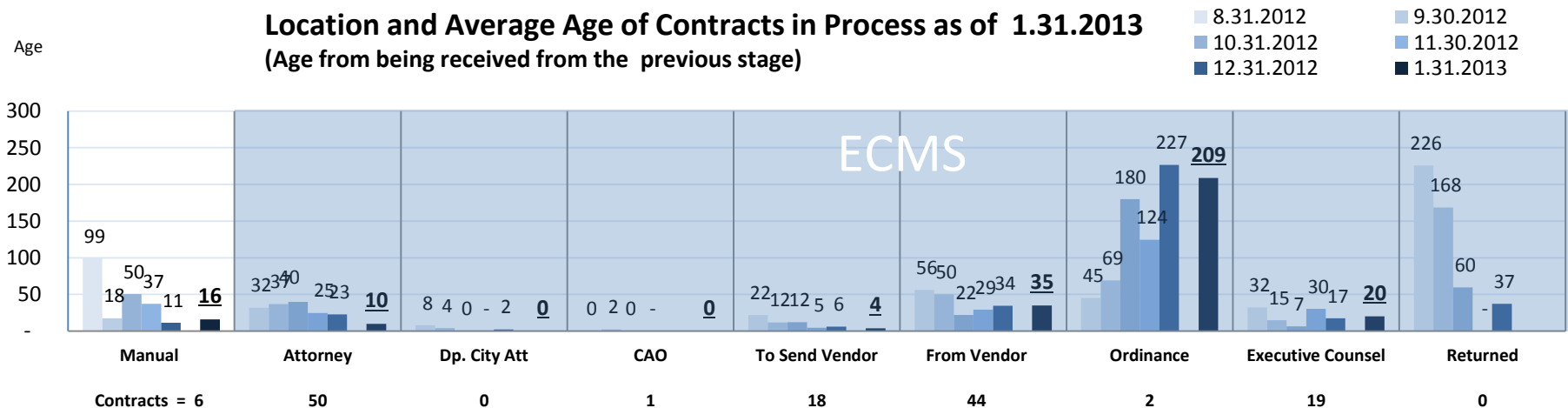
Contracts : All Contracts in Process by Period

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

The Average Age of Contracts Awaiting Processing Decreased to 35 Days



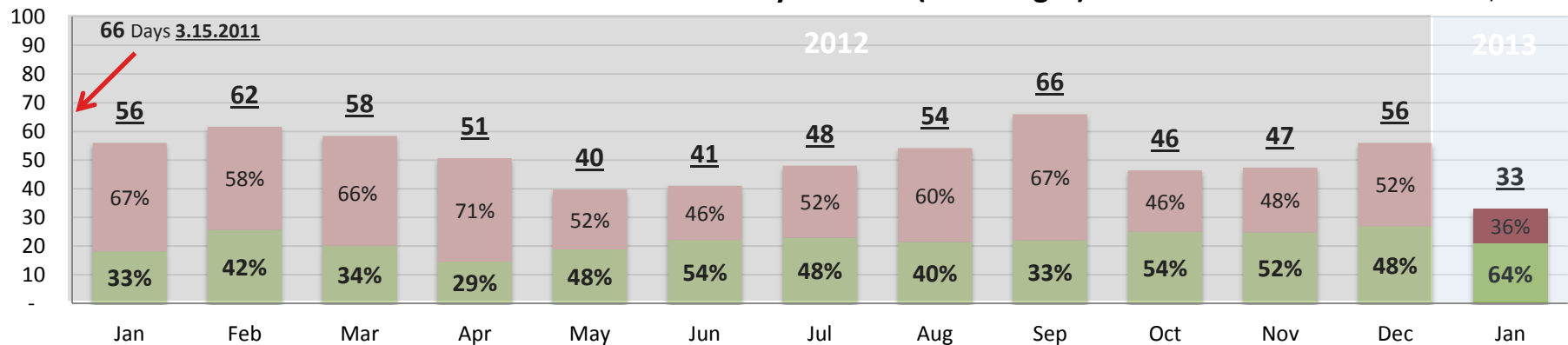
Location and Average Age of Contracts in Process as of 1.31.2013 (Age from being received from the previous stage)



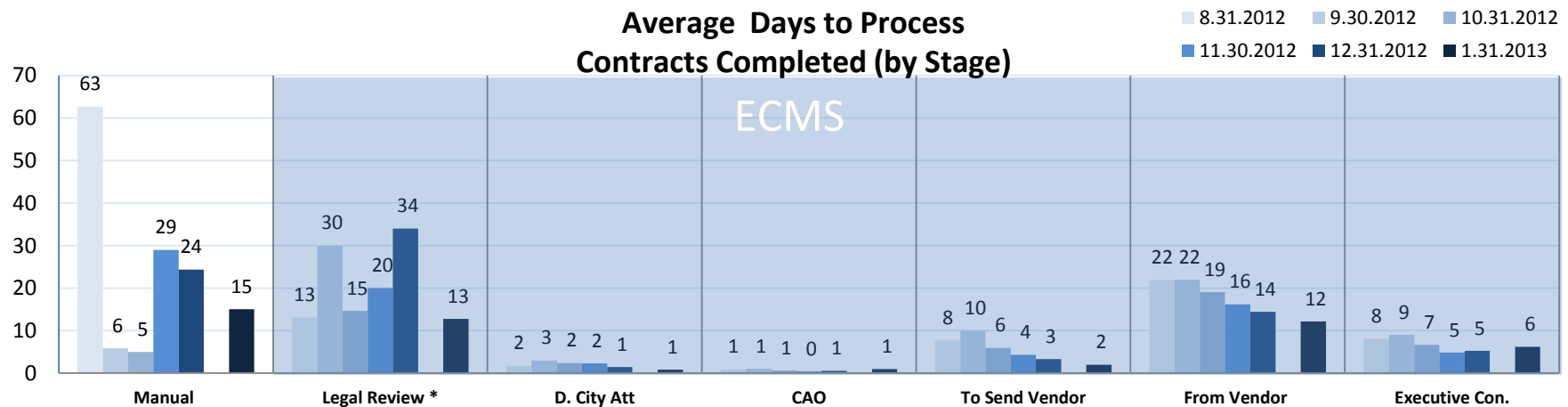
Contracts : All Contracts Executed by Period

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

The Average Time to Close Contracts During the Period at 33 Days. 64 % of Contracts Were Closed in 30 Days or Less (80% Target)



Average Days to Process Contracts Completed (by Stage)



*Attorney time includes all the processing time for contracts that were returned at any stage of the process

Source : : Contract Management System ECMS 1.31.2013

Contracts Awaiting Vendor Signature

Deartment	Average of Age	Count
BLIGHT & REVITALIZATION	281	1
NEW ORLEANS BUILDING CORPORATION	101	4
NORD RECREATION DEPARTMENT	65	1
HUMAN SERVICES	56	2
HOMELAND SECURITY	51	1
CIVIL SERVICE	38	2
MAYOR	28	2
FINANCE	24	1
PUBLIC WORKS	21	8
CAPITAL PROJECT	18	7
PARKS & PARKWAYS	18	1
CITY COUNCIL	17	1
HEALTH DEPARTMENT	14	4
Homeland Security Grant Approval	14	3
LAW	6	3
NEIGHBORHOOD STABLIZATION	1	1
FIRE DEPARTMENT	1	2
Grand Total	35	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

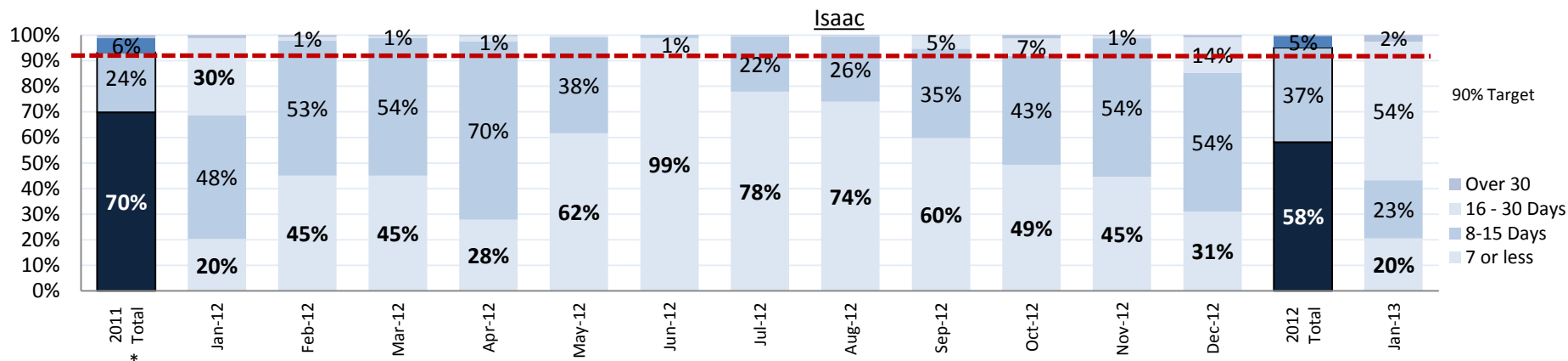
- PO Date and Invoice Date Analysis
- General Fund Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
- Capital and Grants Expenditure Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
 - Detail Review (invoices in the pipeline)
 - CDBG Invoice Payments
 - DPW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

Action Items *

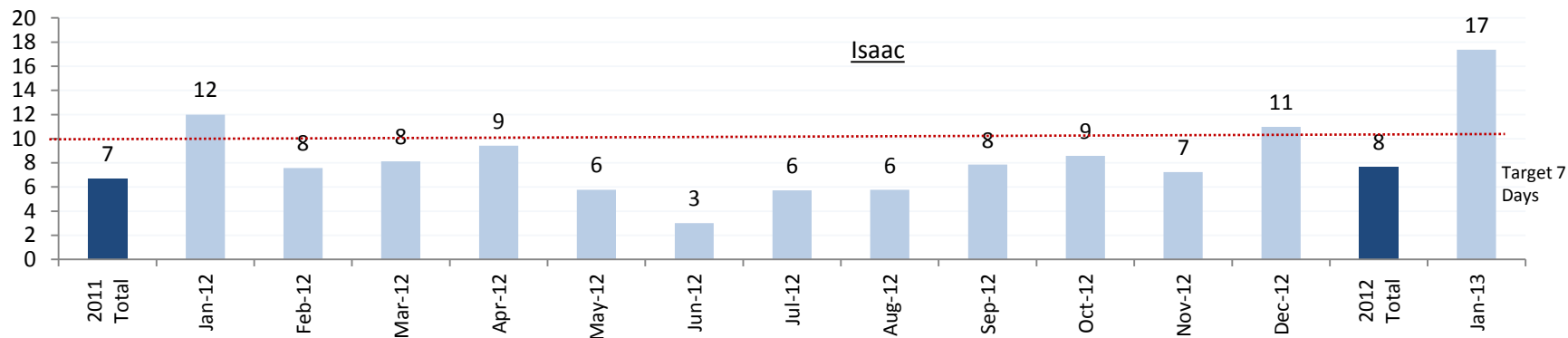
Responsible Parties	Area	Action Item	Status
Norman Foster and Allen Square	Payment	Look into the potential system integration needs of using pcards to buy goods	Open
Andy Kopplin and Norman Foster	Payment	Discussion about the use of credit cards. Possibility of issuing an additional credit card for unique purchases. If issued, what would be the process departments need to follow to use the card?	Open
Andy Kopplin	Payment	Travel reimbursement may be taking a long time to be reviewed by the CAO. The CAO will review the current policy.	Open
Norman Foster	Payment	Should vendors send invoices to departments or accounts payables. PO information notes to send invoices to A/P, but invoices are being send to departments.	Open
Kim Delarge Jr	Payment	How much is Isaac costing as a group. Looking at disbursements.	Open

The Percentage of General Fund (and Agency) Payments Processed in 7 Days or Less Decreased to 20% as a Result of IT Related Issues

Number of Days to Process General Fund Payments by A/P Office

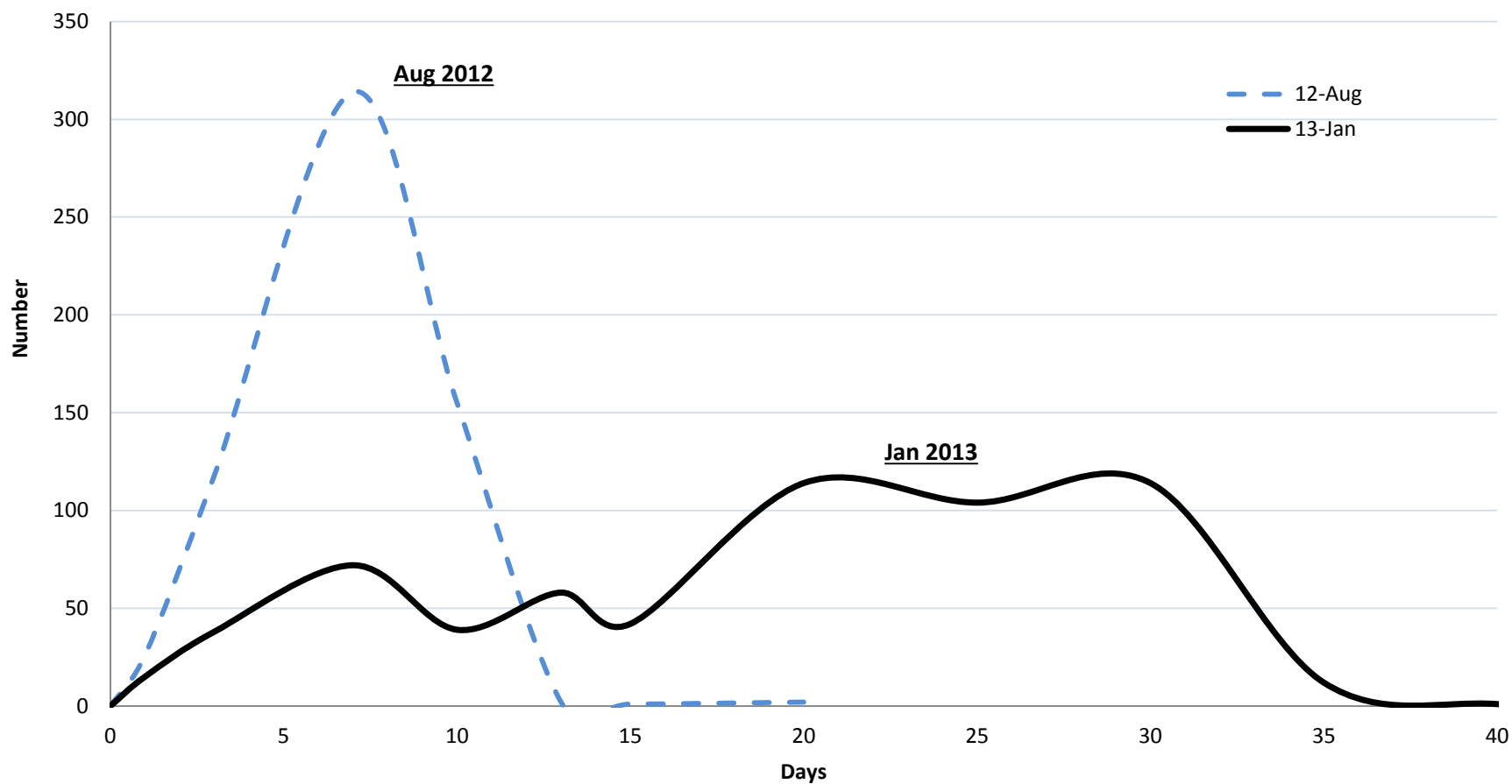


Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



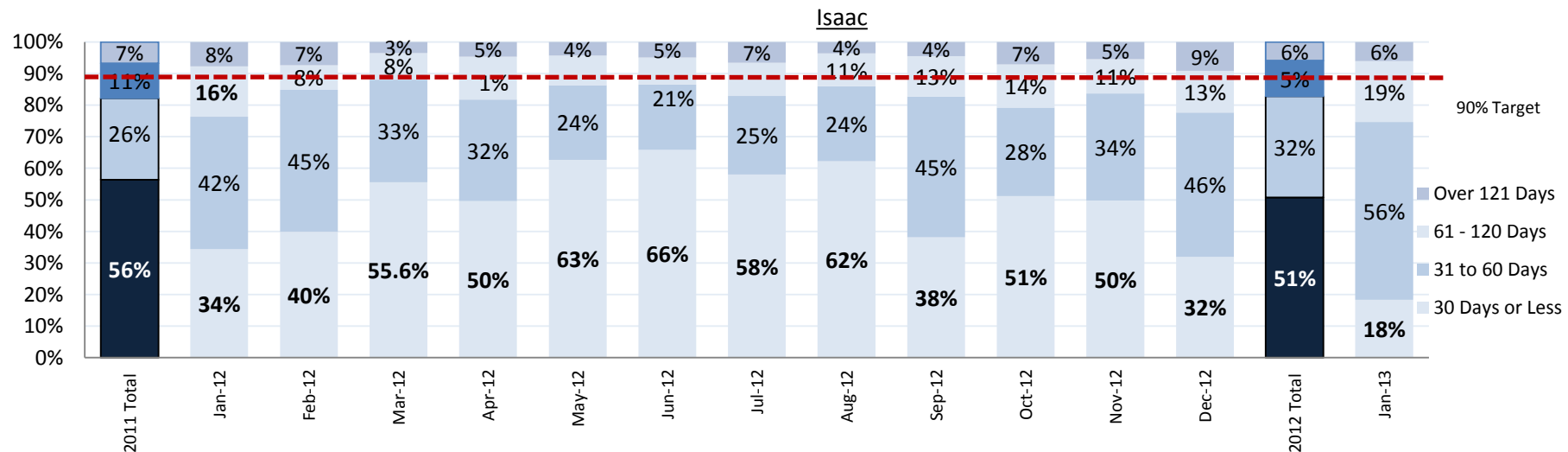
* 2011 information only available since May, 2011

Distribution of Accounts Payable Processing GF Payments

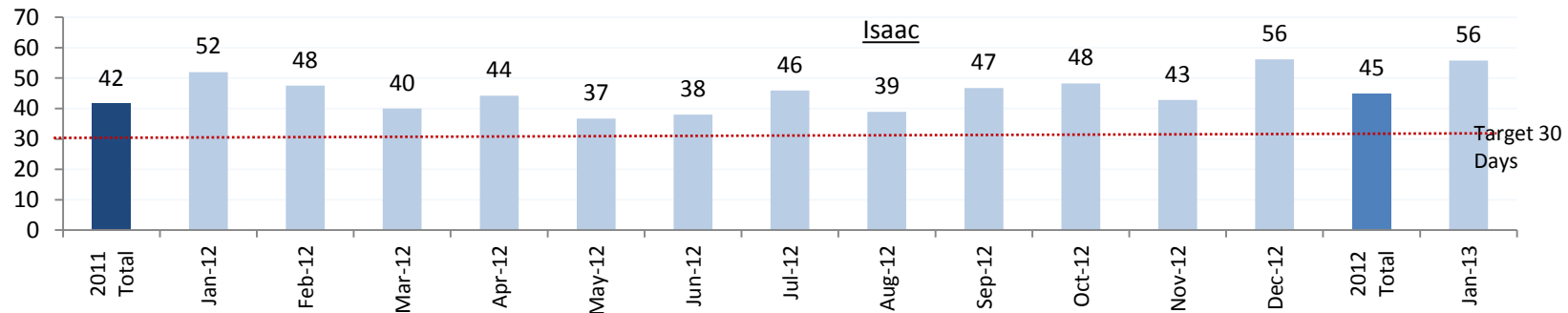


The Percentage of General Fund (and agency) Payments in 30 Days or Less Decreased to 18% as a Result of IT Related Issues

Number of Days to Pay General Fund and Agency invoices from Invoice Date

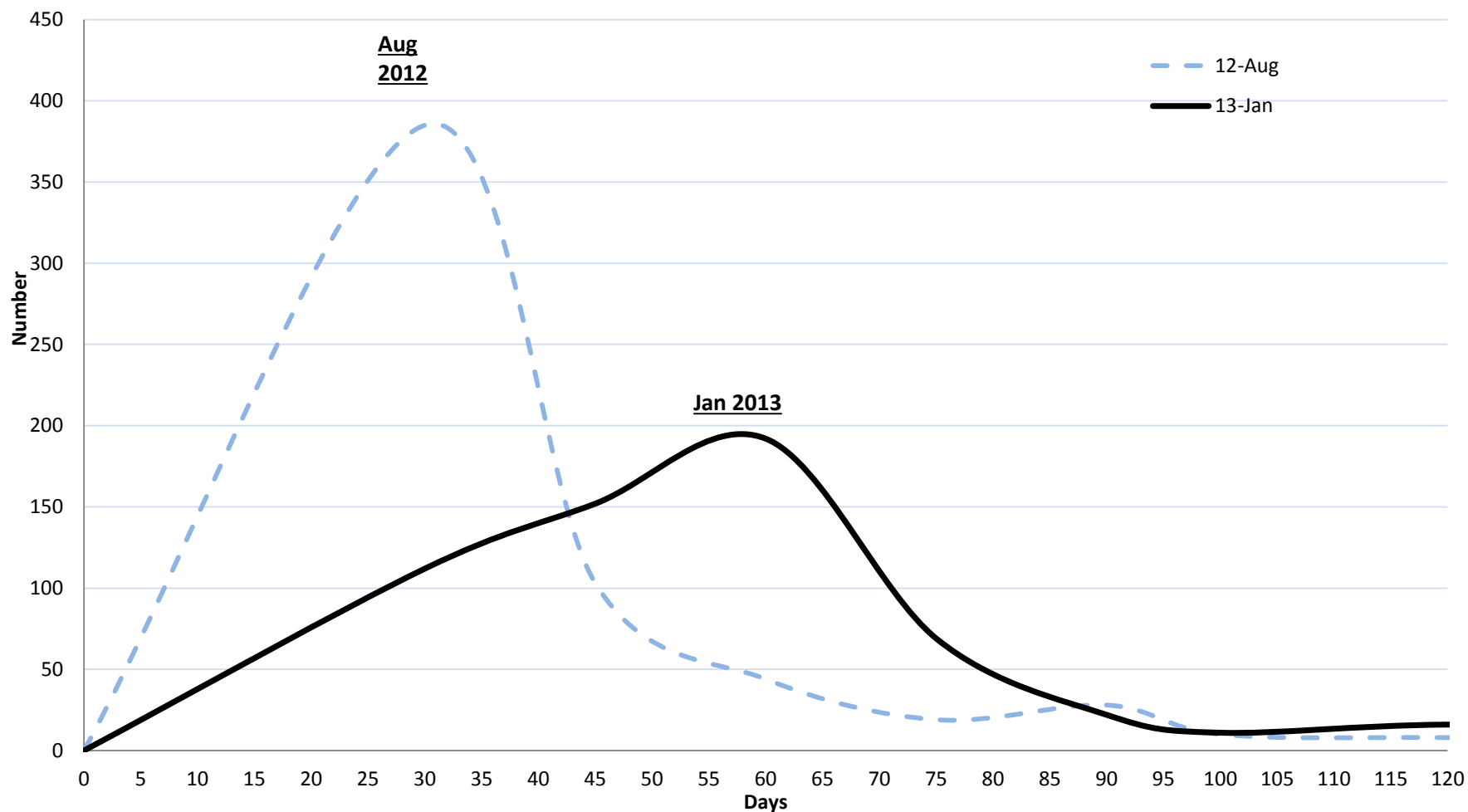


Average Number of Days to Pay Invoices from Invoice Date (GF and Agency)



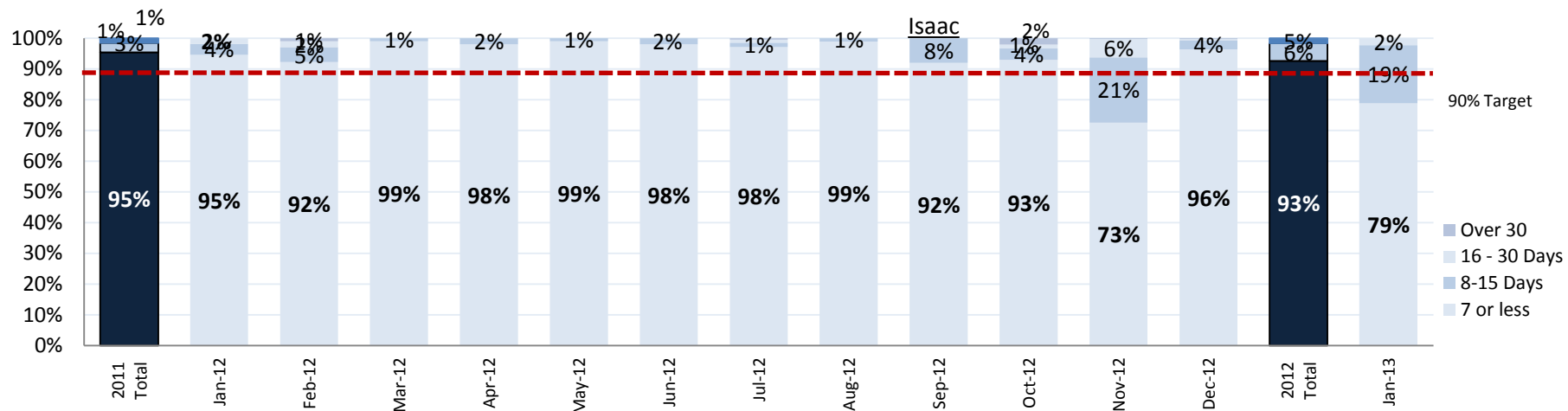
* 2011 information only available since May, 2011

Invoice Date to Check Date Distribution for GF & Agency Payments

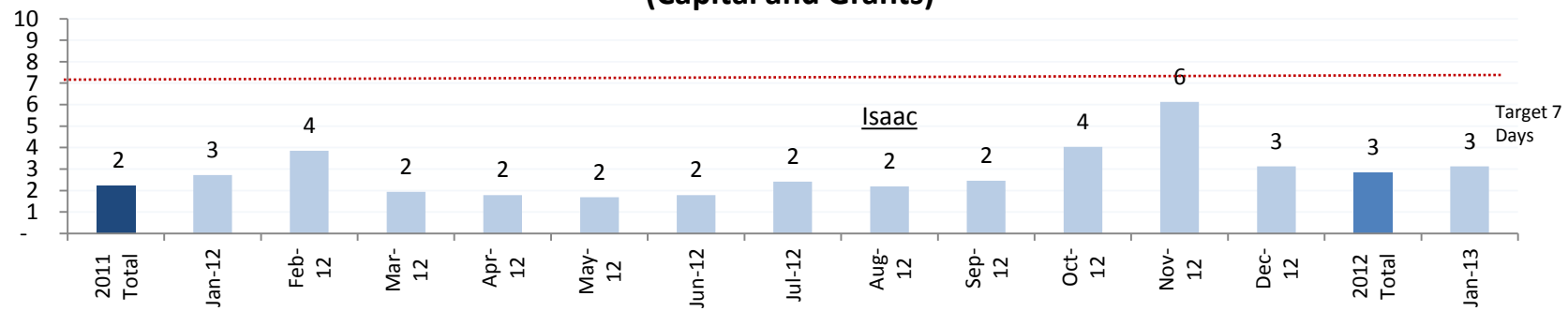


The Percentage of Capital and Grant Payments Processed in 7 Days Decreased to 79%

Number of Days to Process Capital and Grant Payments by A/P Office



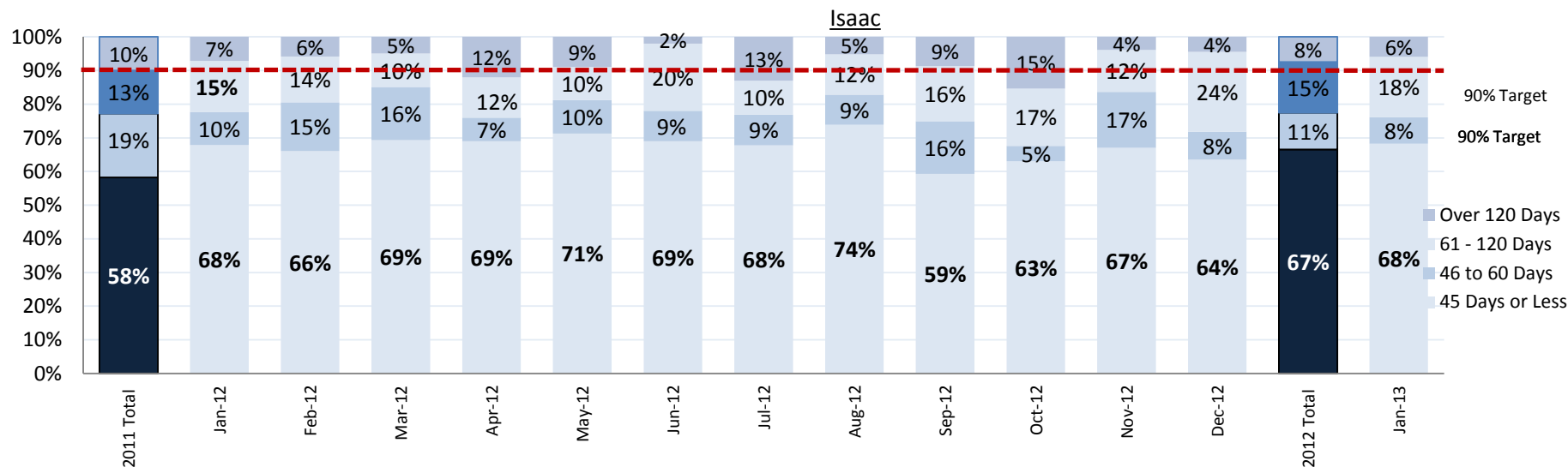
Average Number of Days to Process Invoices by A/P Department (Capital and Grants)



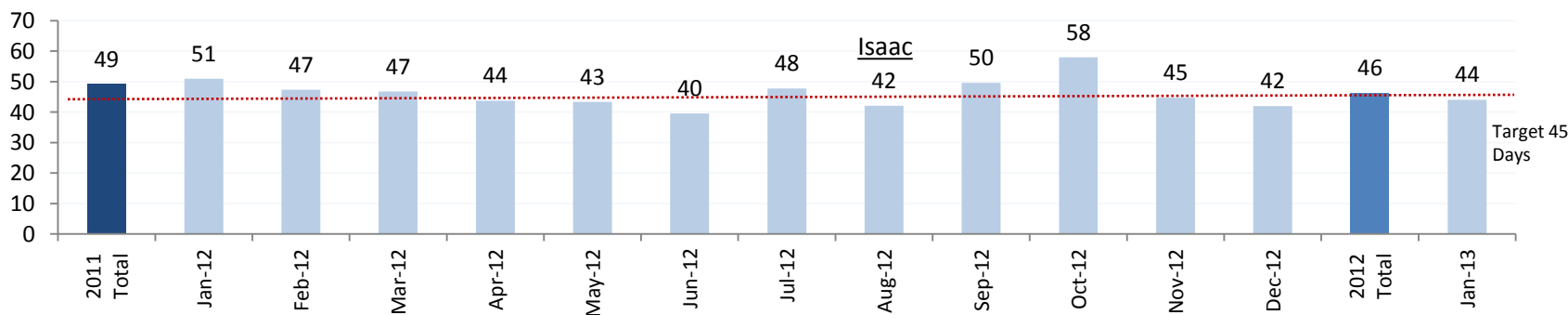
* 2011 information only available since May, 2011

The Percentage of Capital and Grant Payments Made in 45 Days or Less from Invoice Date at 68%

Number of Days to Pay General Fund and Agency invoices from Invoice Date

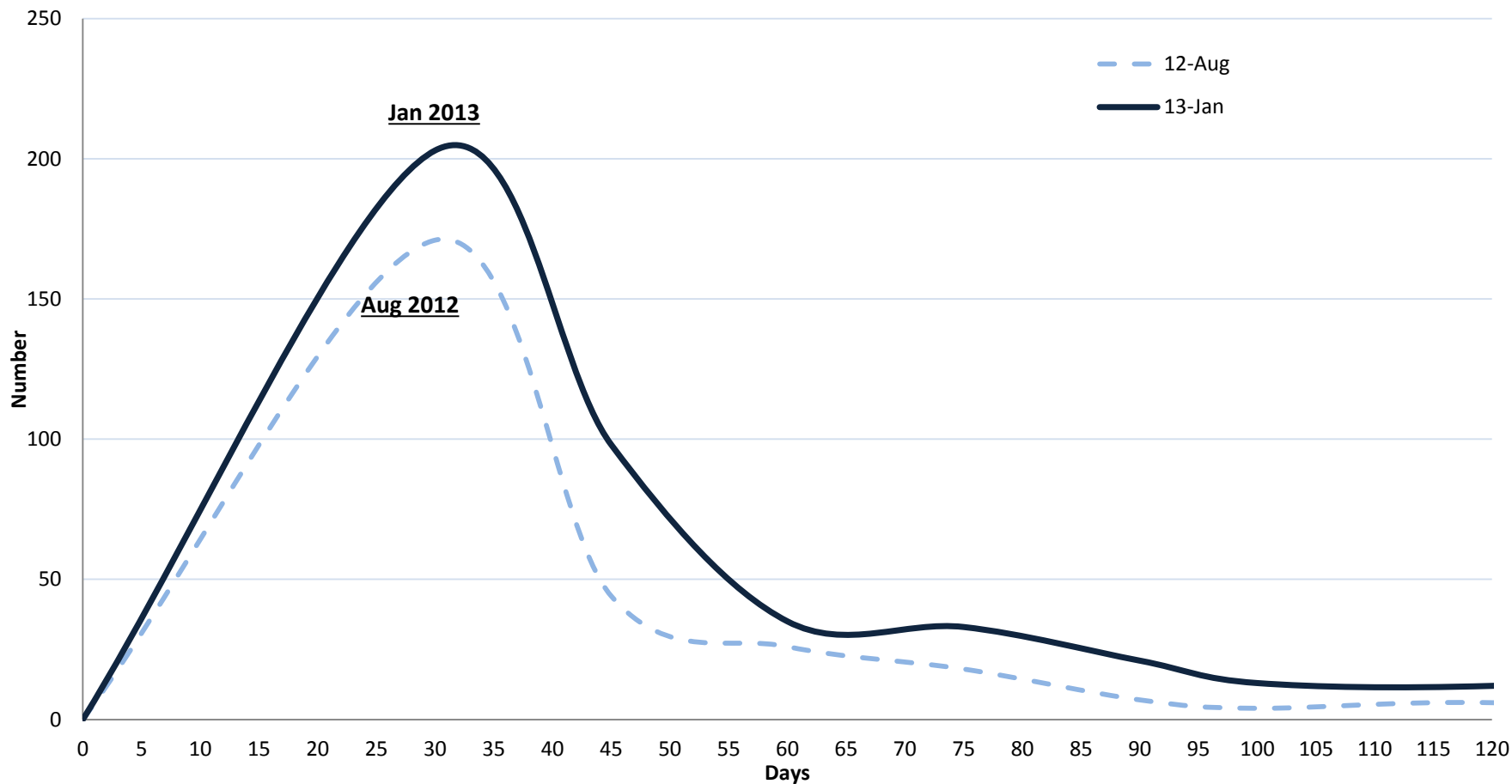


Average Number of Days to Pay Invoices from Invoice Date (Capital and Grants)



* 2011 information only available since May, 2011

Invoice Date to Check Date Distribution for Capital and Grants Payments



Results for General Fund (and Agencies) Payments Vouched for the Month of January 2013

Department	YTD 2013				2012
	<= 60	>60	Total January	% >60 Days	% >60 Days
TOURISM, ARTS, & ENTERTAINMENT	3	19	22	86%	*
REGISTRAR OF VOTERS	2	4	6	67%	24%
TREASURY	1	2	3	67%	19%
MAYOR'S OFFICE	15	12	27	44%	21%
LIBRARY	31	19	50	38%	16%
AVIATION	72	28	100	28%	18%
SANITATION	8	3	11	27%	33%
HEALTH	11	4	15	27%	38%
POLICE	21	7	28	25%	25%
NORDC	31	10	41	24%	14%
CAO	10	3	13	23%	24%
COUNCIL	27	8	35	23%	18%
ITI	11	3	14	21%	25%
FIRE	8	2	10	20%	14%
PARKS & PARKWAY	24	6	30	20%	19%
MOSQUITO CONTROL	25	6	31	19%	15%
HUMAN SERVICES	9	2	11	18%	12%
PUBLIC WORKS	20	4	24	17%	13%
PROPERTY MANAGEMENT	26	5	31	16%	12%
SAFETY AND PERMITS	6	1	7	14%	40%
OCD	7	1	8	13%	28%
EMD	11	1	12	8%	35%
LAW	12	1	13	8%	29%
EMS	13	1	14	7%	4%
OFFICE OF INSPECTOR GENERAL	13	1	14	7%	3%
CODE ENFORCE REVOLVING FUND	3	0	3	0%	*
FINANCE	5	0	5	0%	*
MUNICIPAL PARTICIPATION GRANTS	5	0	5	0%	*
REVENUE	8	0	8	0%	19%
RIVERGATE DEVELOPMENT CORP.	4	0	4	0%	10%
Other (less than 3 in 1 month)	14	2	16	13%	21%
Grand Total	456	155	611	25%	19%

* Small number of payments were vouched for this department in 2012

Source :Accounts Payable Collected 2.1.2013 -2.8.2013

Results for Capital and Grants Payments Vouched Vouched for the Month of January 2013

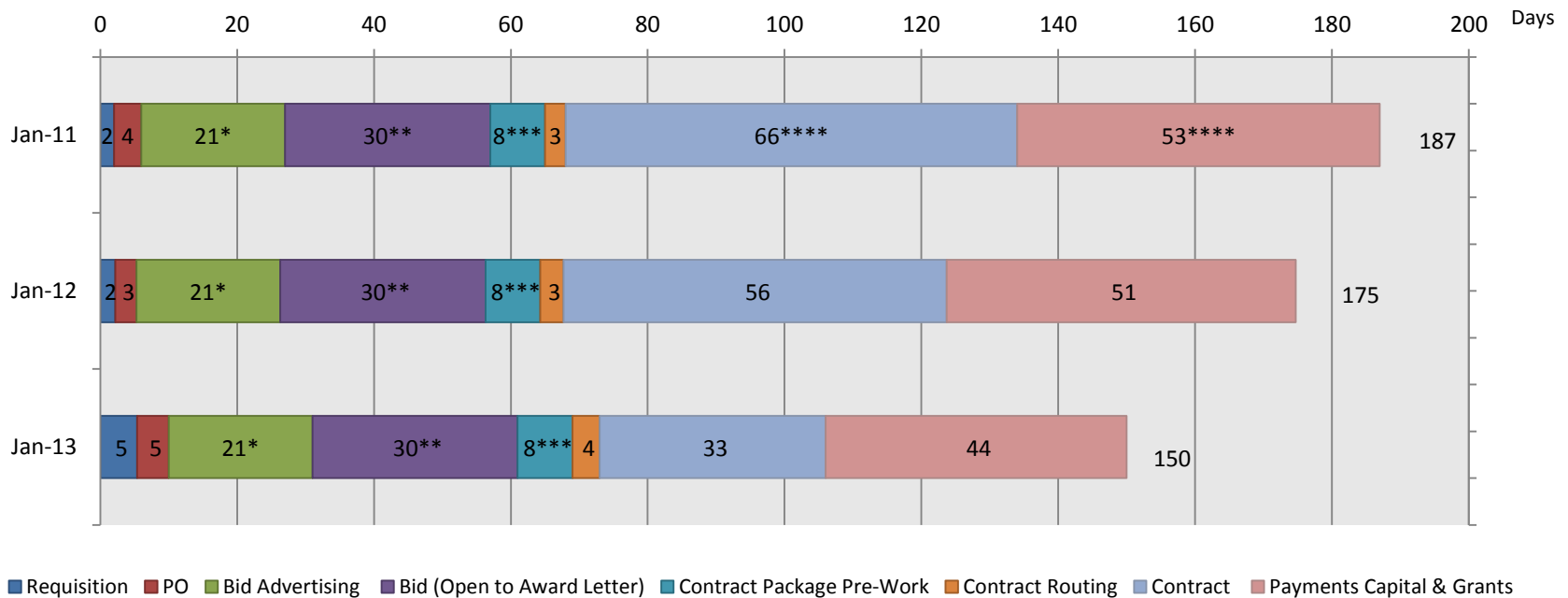
Department	YTD 2013				2012
	<= 60	>60	Total January	% >60 Days	% >60 Days
EMS		6	6	100%	*
SANITATION	1	14	15	93%	*
HOMELAND SECURITY	12	8	20	40%	12%
PUBLIC WORKS	28	11	39	28%	49%
CAPITAL PROJECTS	79	28	107	26%	22%
OCD	94	22	116	19%	19%
MAYOR	22	5	27	19%	4%
INSPECTOR GENERAL	6	1	7	14%	*
CRIMINAL JUSTICE	10	1	11	9%	0%
HEALTH	77	7	84	8%	20%
HUMAN SERVICES	3		3	0%	*
Other (Less than 3 in 1 month)	4	2	6	33%	23%
Grand Total	336	105	441	24%	22%

* Small number of payments were vouched for this department in 2012

Source :Accounts Payable Collected 2.1.2013 -2.8.2013



ReqtoCheck Process Summary



*Bid advertising legal requirement

** Bid opening to award letter requirement

***Estimated pre routing preparation time

****Best estimated time based on limited historical data available

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?