



CITY OF NEW ORLEANS

ReqtoCheckSTAT

Reporting Period: October 1st -31st 2012

Context

In order to deliver critical services for its citizens—such as constructing roads, rehabilitating homes, or picking up trash—the City often engages with private companies with specialized expertise. Because these and other services are so critical, Mayor Landrieu has made it a priority for vendors to be selected fairly, for contracts to be negotiated expeditiously and in the best interests of New Orleanians, and for vendors to be paid in a timely manner.

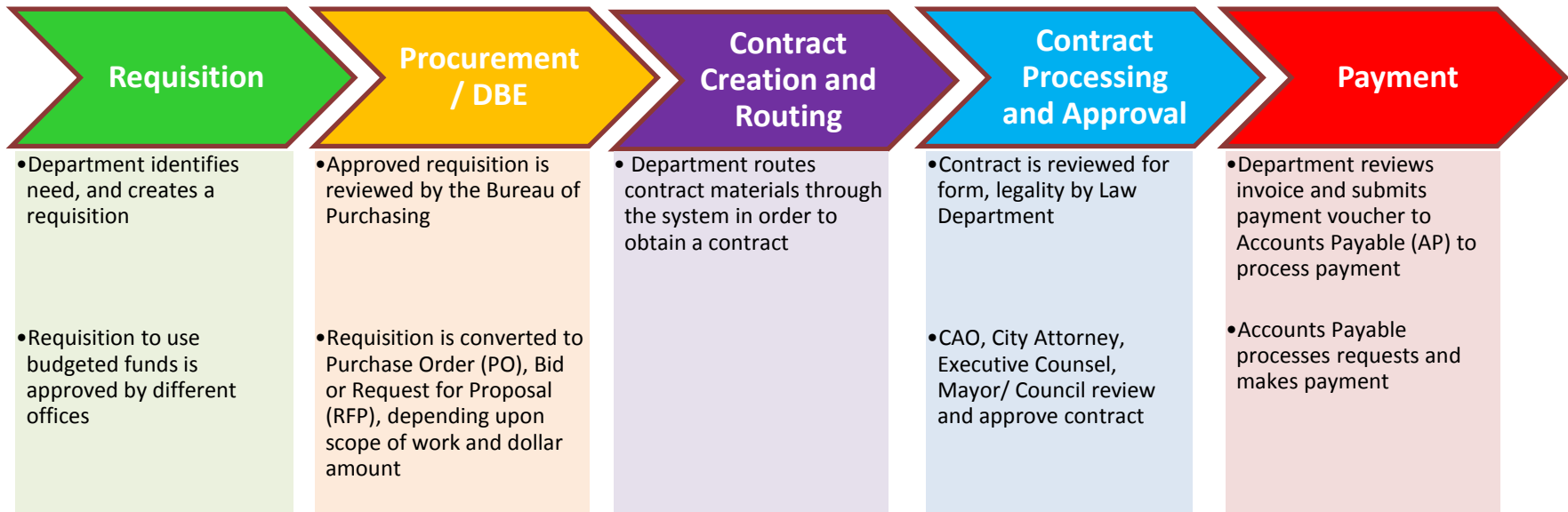
What is ReqtoCheckStat?

In order to improve the performance, accountability, and transparency of the City's contracting system, Mayor Landrieu asked the Office of Performance and Accountability to design a performance management program for the entire process of contracting out services—from the requisition of budgeted funds to the issuance of check for services rendered. The result is ReqtoCheckStat, a performance management system where key City officials review data to assess how the City is meeting its goals and to hold departments accountable for their results. ReqtoCheckStat, which takes place monthly, are working meetings, intended to provoke constructive dialogue on what is working, what is not, and what the City needs to do to improve.

Can I participate?

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

Procurement Process Overview*



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

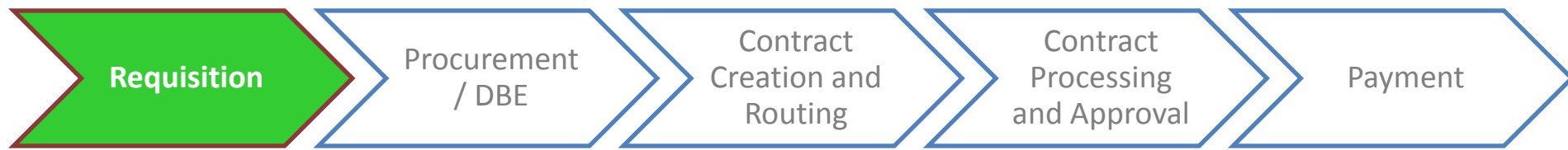
*See a more detailed process map on slide 36

Procurement and Contracting Related IT Systems : October Systems Availability

Date \ System	1-Oct	2-Oct	3-Oct	4-Oct	5-Oct	8-Oct	9-Oct	10-Oct	11-Oct	12-Oct	15-Oct	16-Oct	17-Oct	18-Oct	19-Oct	22-Oct	23-Oct	24-Oct	25-Oct	26-Oct	29-Oct	30-Oct	31-Oct	Days Unavailable	
ECMS																								4/23	
BuySpeed	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	4/23
AFIN																								1.5/23	
EMAIL (ECMS)																								1/23	

	Value
System Available	
Partially Available	1/2
Unavailable	1

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



Requisition Approval

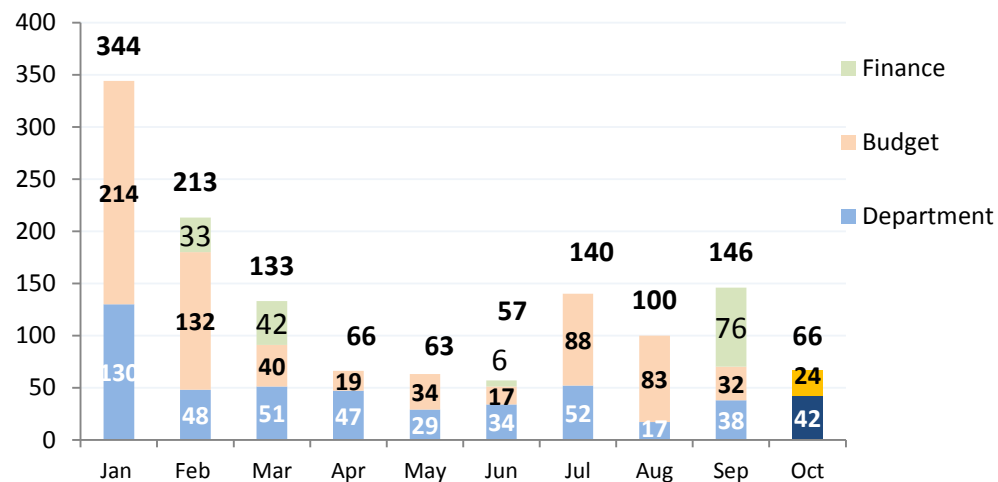
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level
- Approval Time of Requisitions

Approval Queue at 66 Requisitions as of 10.31.2012

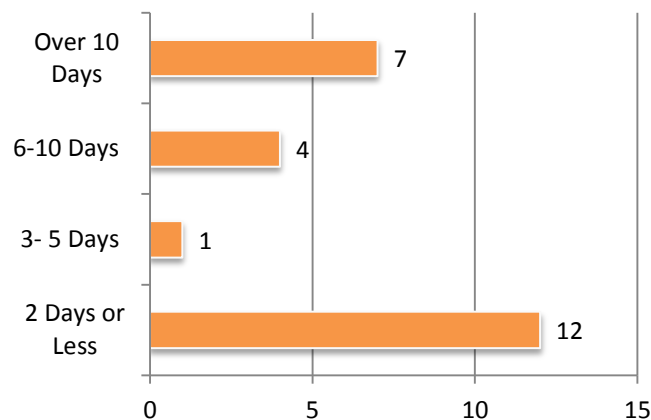
Requisition Approval Queue General Fund for Period Ending 10.31.2012



Requisitions in Q to be Approved

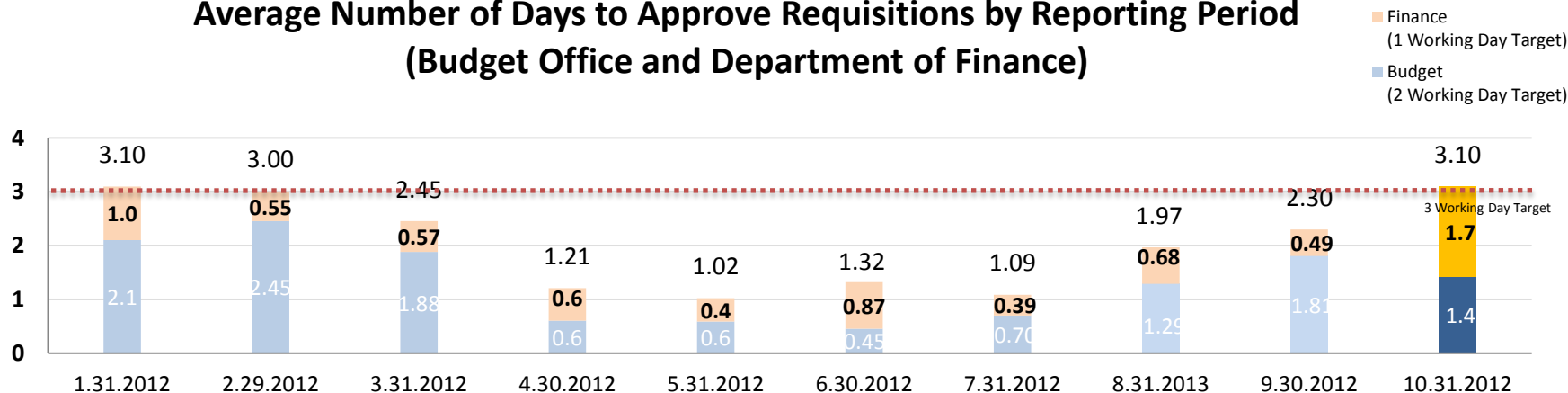


Age of Requisitions in Q Budget Office



Number of Days to Approve Requisitions Affected by System Downtime

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



Budget										
Days to Approve	2012									
	1.31.2013	2.29.2012	3.31.2012	4.30.2012	5.31.2012	6.30.2012	7.31.2012	8.31.2012	9.30.2012	10.31.2012
2 or less	71%	53%	74%	96%	96%	99%	90%	84%	78%	80%
3 Days	9%	15%	8%	3%	2%	1%	5%	5%	5%	5%
4-5 Days	9%	25%	11%	1%	1%		4%	7%	7%	7%
6-10 Days	10%	7%	6%		1%		1%	4%	1%	7%
11-15 Days	1%		1%						8%	1%
Over 15 Days	0%								1%	

Finance										
Days to Approve	2012									
	1.31.2012	2.29.2012	3.31.2012	4.30.2012	5.31.2012	6.30.2012	7.31.2012	8.31.2012	9.30.2012	10.31.2012
1 or less	85%	99%	97%	96%	100%	93%	99%	98%	95%	66%
2 Days	7%	1%	2%	2%		5%	1%	1%	4%	15%
3-5 Days	8%		1%	2%		2%		1%	1%	9%
6-10 Days								0%		10%
11-15 Days										
Over 15 Days										

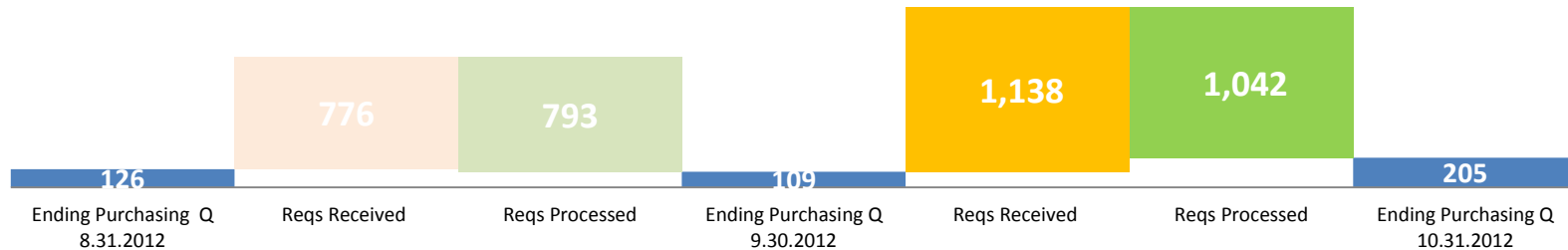


Requisition to Procurement

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

The Number of Requisitions in Queue Waiting to be Processed by the Bureau of Purchasing at 205. PO Processing Affected by System Downtime

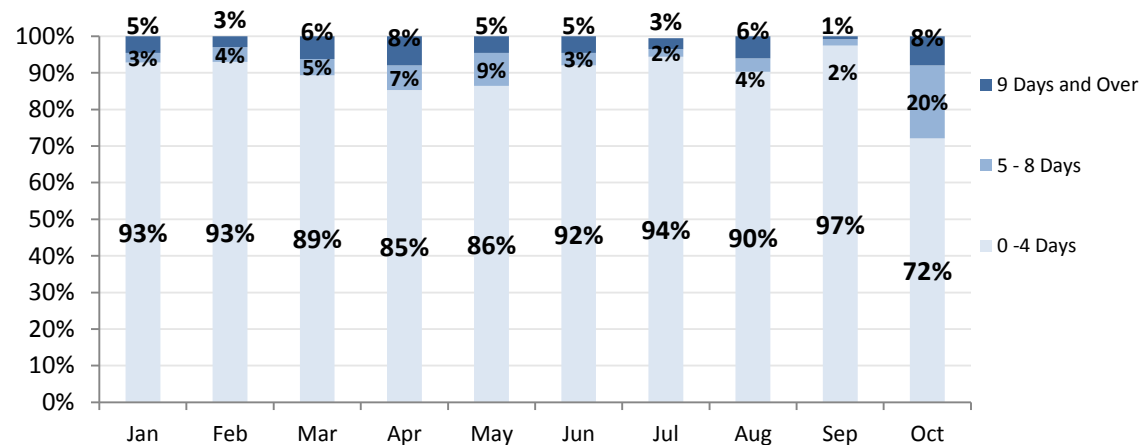
Bureau of Purchasing Requisition Processing General Fund for Period Ending 10.31.2012



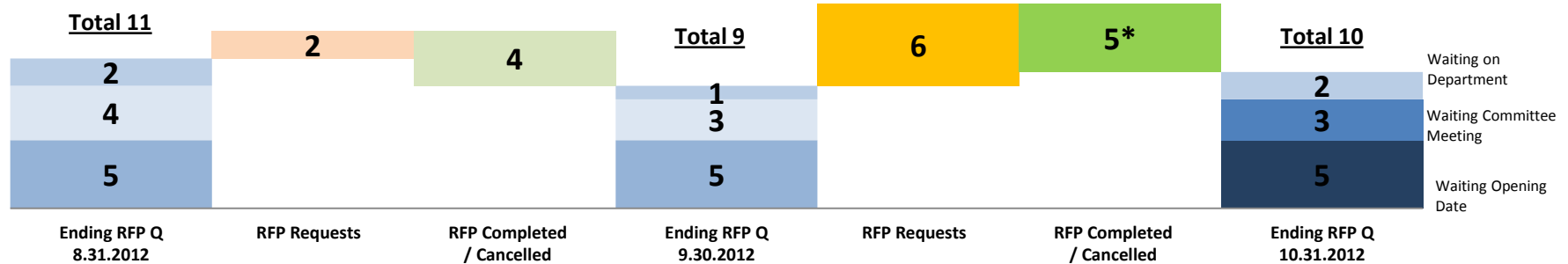
Status of Reqs Awaiting Buyer Processing	
Status	Count
Completed 11.9.2012	110
Need Contract	49
Processing Procurement	19
Waiting for Support	27
Grand Total	205

Waiting for Support	
Status	Count
Capital projects	7
Cao/emd	6
Public works	4
NORDC	3
Parks/parkways	3
Aviation board	1
Economic dev	1
Library	1
Mayor	1
Grand Total	20

The Bureau of Purchasing Processed Requisitions in Four Days or Less of the Time

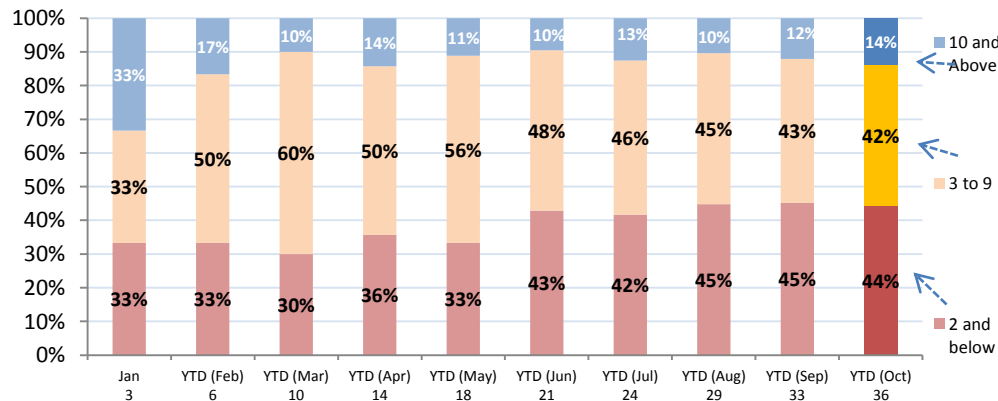


The Number of RFPS in Process at 10 as of 10.31.2012



*Includes canceled and closed RFPS

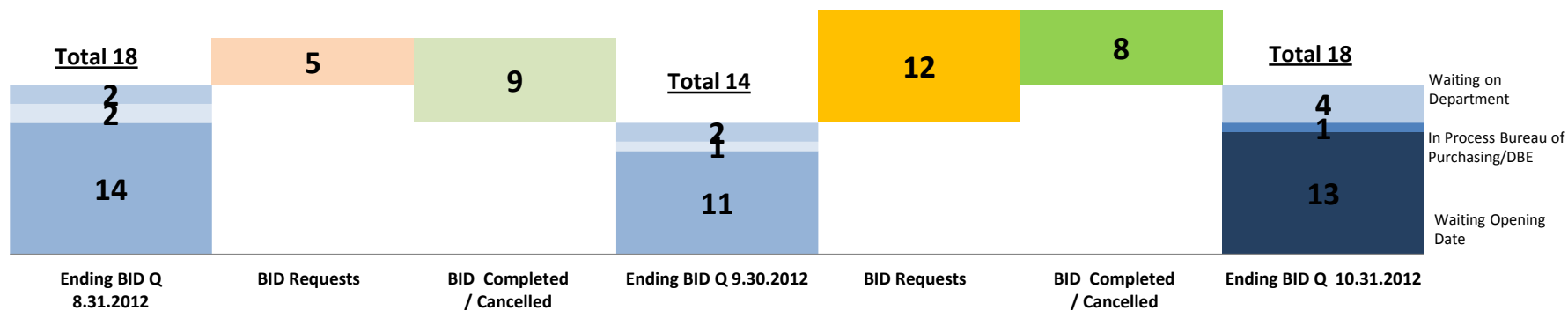
Number of Proposals Received for RFPS Completed YTD 2012 (as of 10.31.2012)



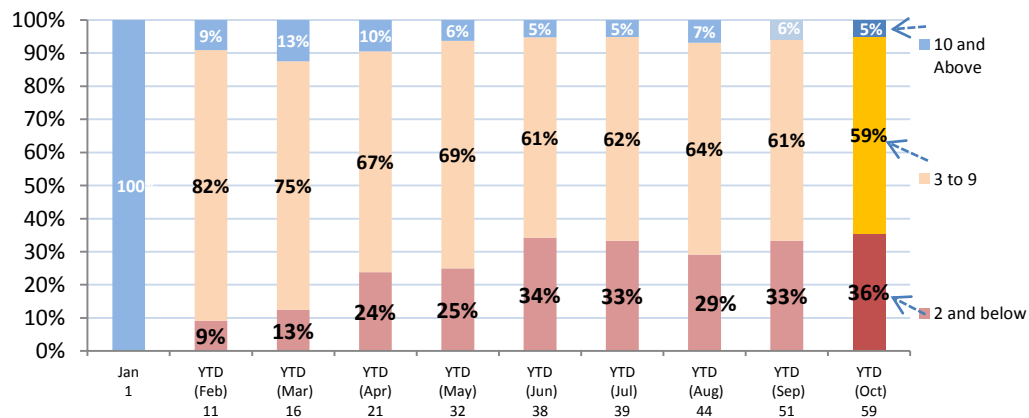
Awaiting Committee Meeting	
Department	Brief Description
Aviation Board	State & Local Representation Svcs
Aviation Board	DBE Consulting Services
Police	Survey

Waiting on Support / Response from Departments		
Department	Brief Description	Comment
OCD	Online Auction Services N.O. East	Awaiting Decision
Public Works	Curbside Management & Enforcement	Awaiting Decision

The Number of Bids in Process at 18 as of 10.31.2012



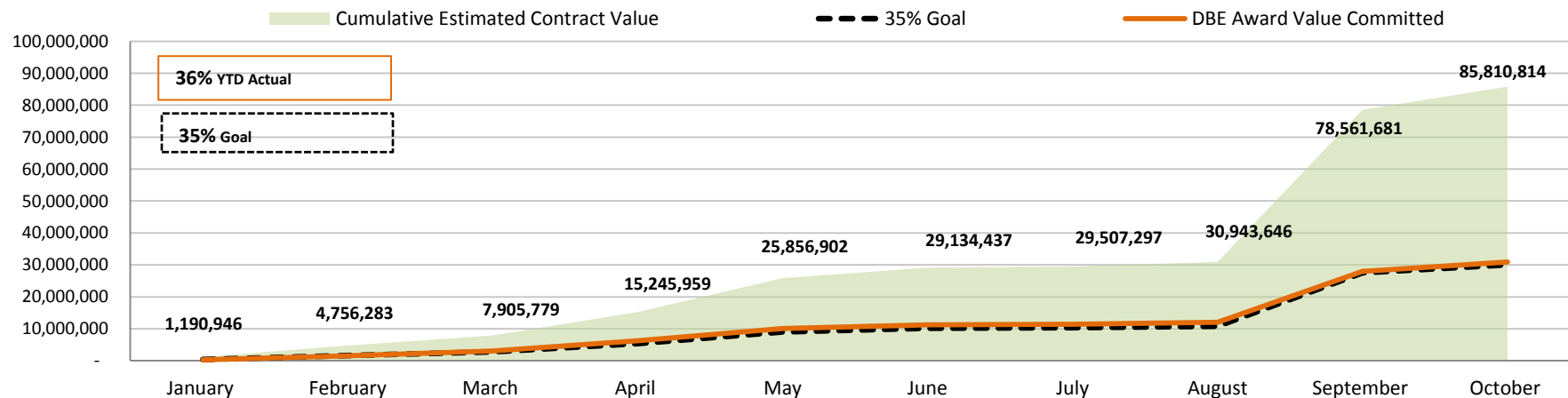
Number of Proposals Received for Bids completed YTD 2012 (as of 10.31.2012)



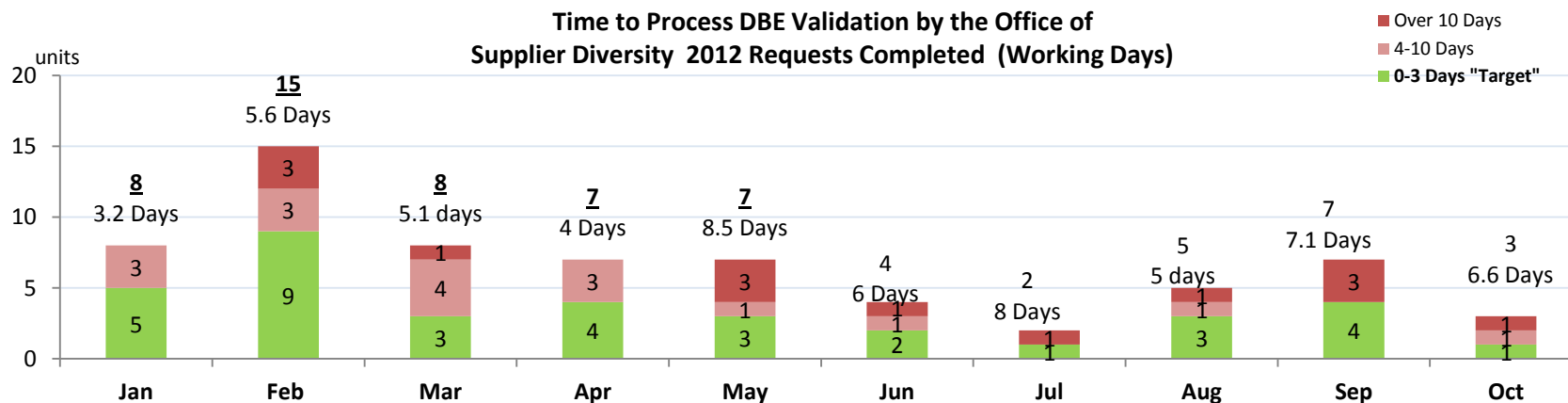
10.31.2012		
Awaiting on Department		
Department	Brief Description	Comment
Aviation Board	Weed & grass control chemicals	Decision
Sanitation	Seasonal Special Event Equipment Rental	DBE
Sanitation	Seasonal Special Event Labor	DBE
CAO	Repair heavy duty diesel/transmissions	Decision

Cumulative YTD Percentage of DBE Committed Award Value as of 10.31.2012

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



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



Bids: Cumulative YTD DBE % Committed Award Value by Department

Department	Estimated Contract Value	DBE Commitment	DBE Percentage
CAO	610,000	610,000	100.0%
EMD	240,000	240,000	100.0%
Library	150,000	150,000	100.0%
DPW	10,837,123	4,361,012	40.2%
Code Enforcement	887,000	354,800	40.0%
ITI	27,096	9,484	35.0%
Civil Service	80,000	28,000	35.0%
Homeland Security	596,944	201,088	33.7%
Capital Projects	72,322,651	24,957,227	34.5%
Property Management	60,000	19,800	33.0%
Grand Total	\$ 85,810,814	\$ 30,931,410	36.0%

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



Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

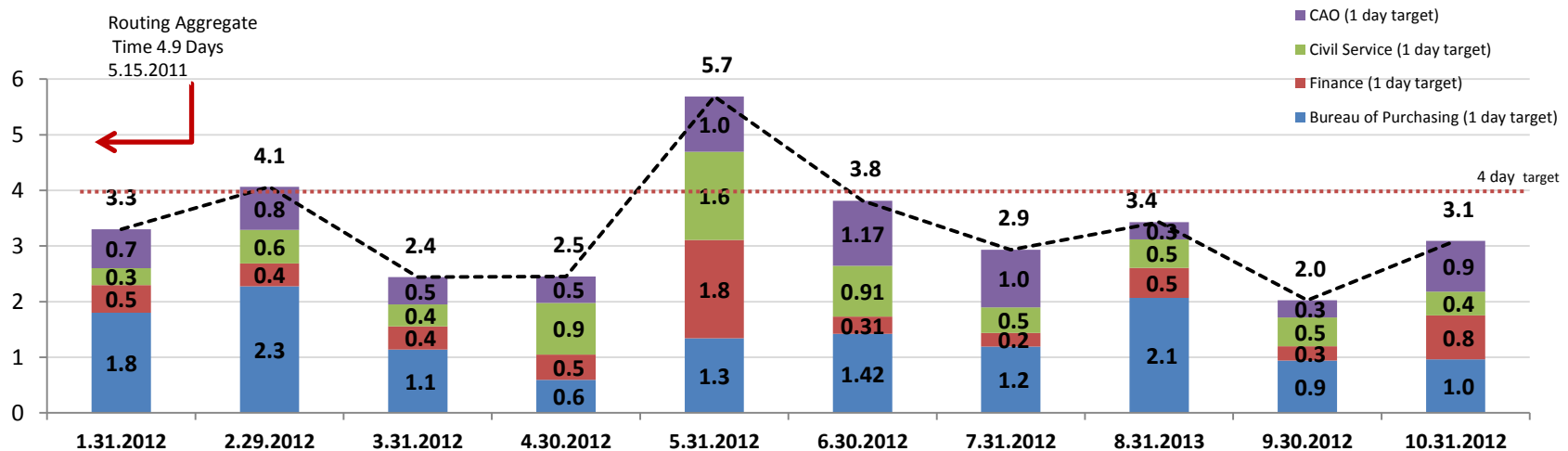
Payment

Contract Package Routing

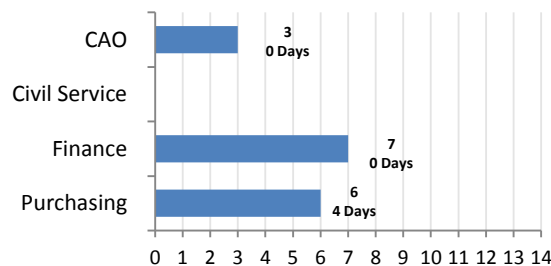
- Average Contract Routing Time

Average Time to Approve Contracts Meeting Target

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



16 Contract Request in Q as of 10.31.2012



CAO Distribution Approval			
Days to Approve	8.31.2012	9.30.2012	10.31.2012
0-1 Days	97%	99%	75%
2- 3 Days	2%		24%
4-7 Days	1%	1%	1%
Over 8 Days			

Civil Service Distribution Approval			
Days to Approve	8.31.2012	9.30.2012	10.31.2012
0-1 Days	96%	100%	92%
2- 3 Days			8%
4-7 Days	4%		
Over 8 Days			

Finance Distribution Approval			
Days to Approve	8.31.2012	9.30.2012	10.31.2012
0-1 Days	90%	98%	85%
2- 3 Days	10%	2%	3%
4-7 Days			12%
Over 8 Days			

Bureau of Purchasing Distribution Approval			
Days to Approve	8.31.2012	9.30.2012	10.31.2012
0-1 Days	65%	81%	89%
2- 3 Days	16%	12%	5%
4-7 Days	19%	7%	2%
Over 8 Days			3%

Source : ECMS 10.31.2012



Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

Payment

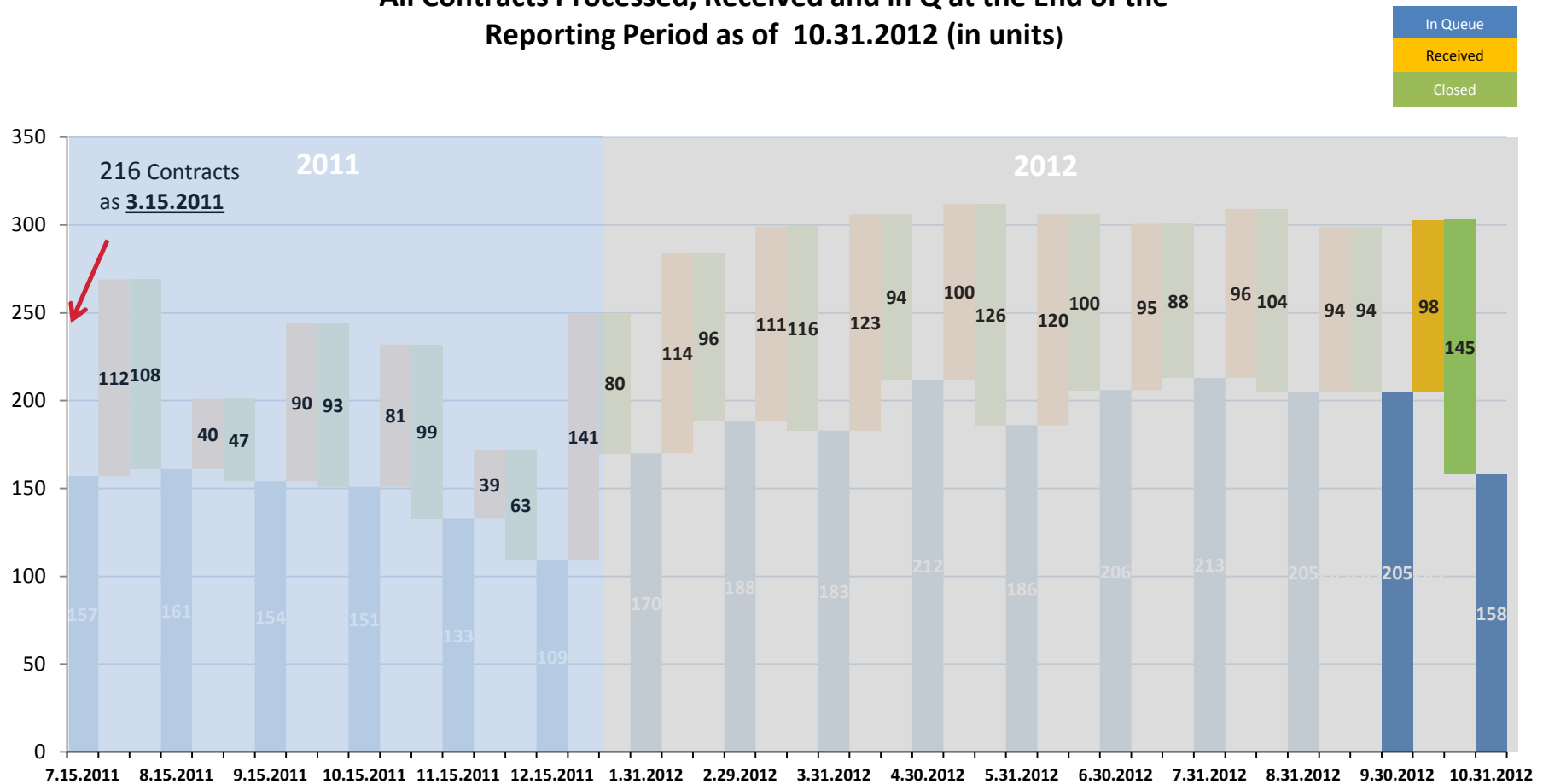
Contract Approval Process

- Contract Processing and Approval

Contracts: All Contracts Processed, Received and in Queue 7.15.2011 – 10.31.2012

(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 10.31.2012 (in units)

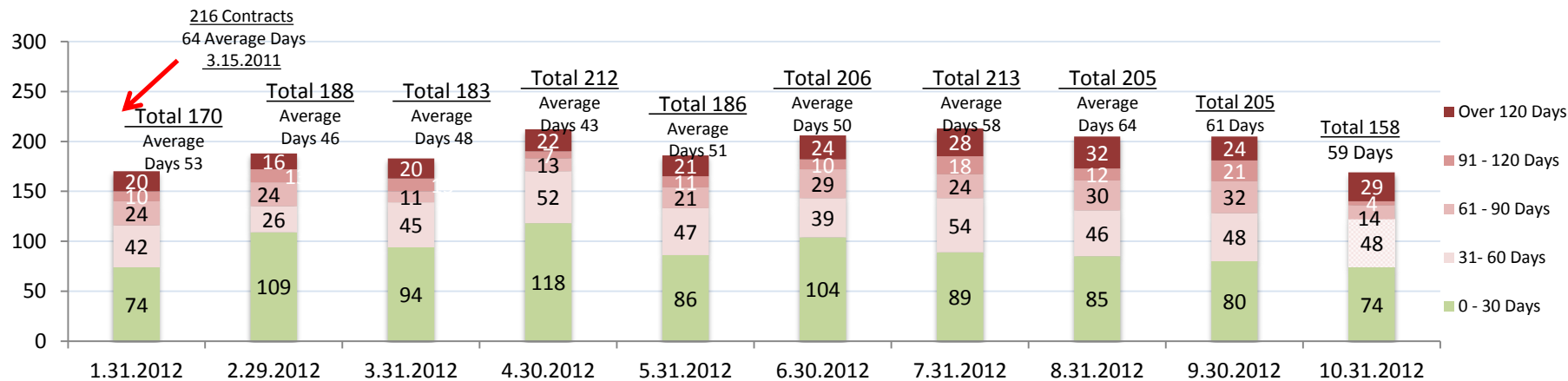


Source : Law Department and ECMS System 10.31.2012

Contracts : All Contracts in Process by Period

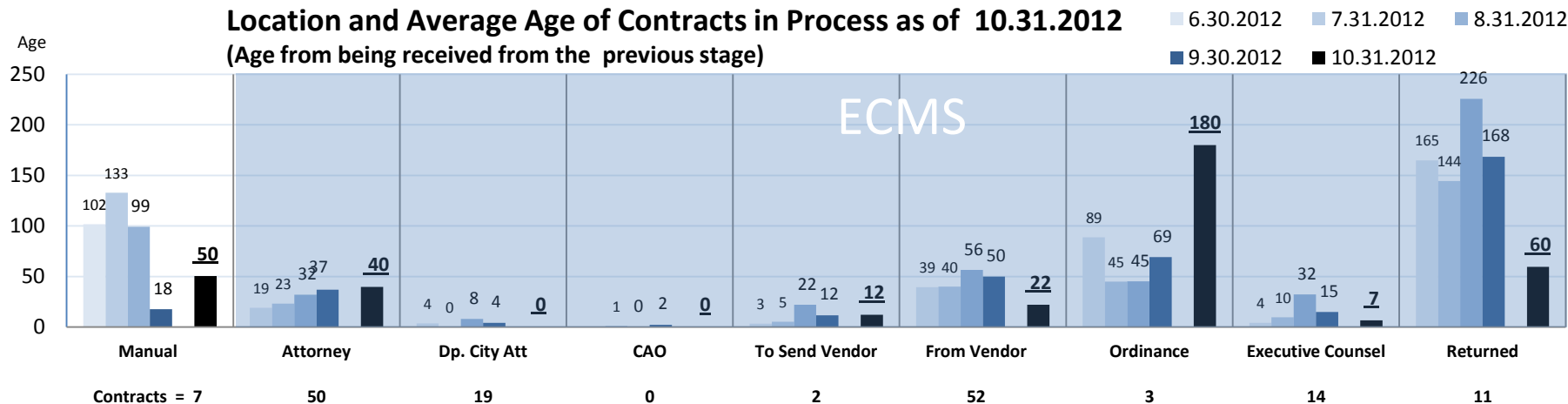
(Legal Review, CAO, City Attorney, Executive Counsel, Mayor/Council Approval)

The Average Age of Contracts Awaiting Processing Decreased to 59 Days



Location and Average Age of Contracts in Process as of 10.31.2012

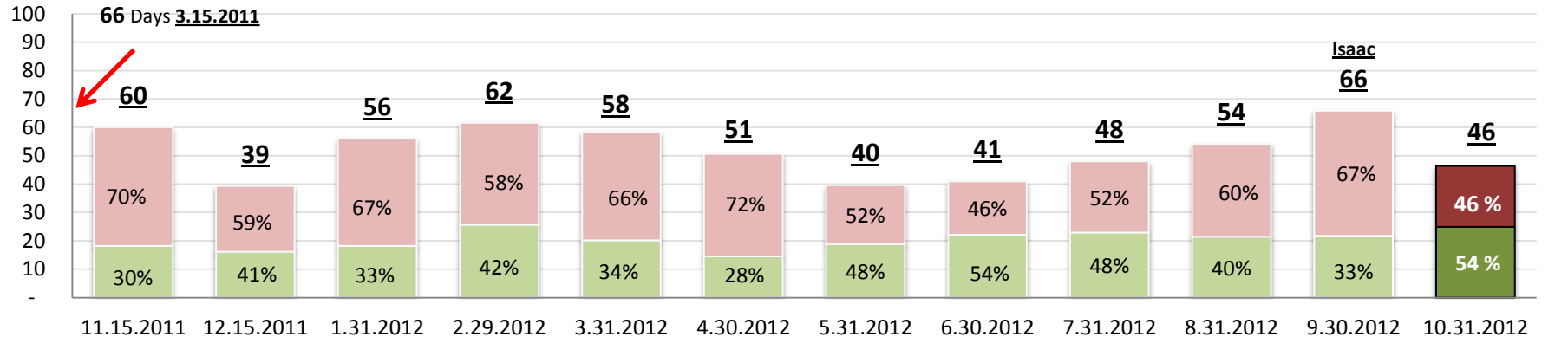
(Age from being received from the previous stage)



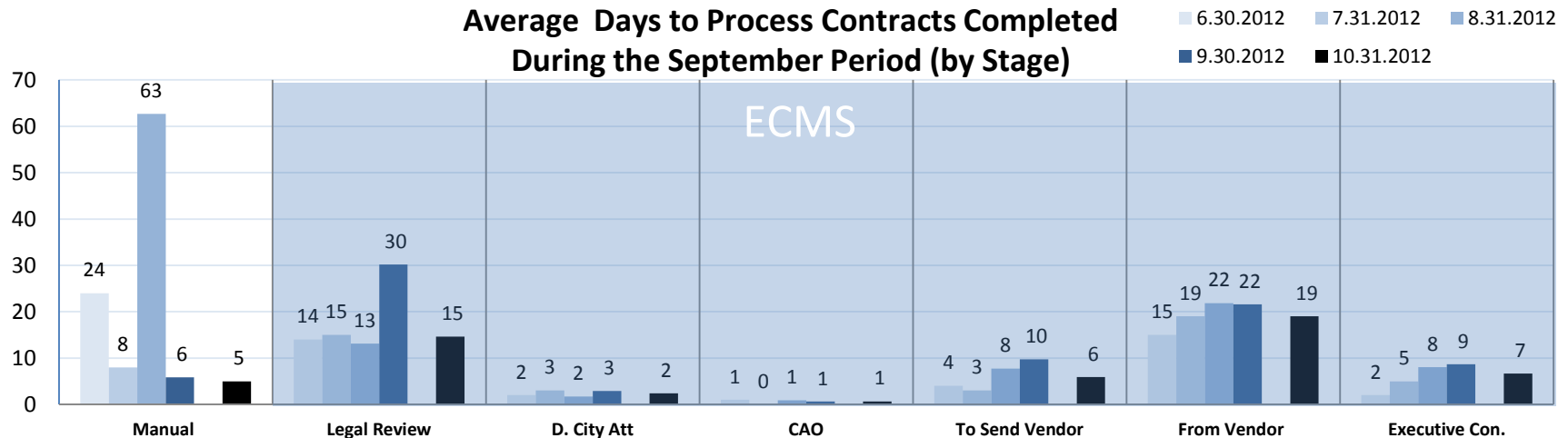
Contracts : All Contracts Executed by Period

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

The Average Time to Close Contracts During the Period Decreased from 66 Days to 46 Days. 54% of Contracts Were Closed in 30 Days or Less (80% Target)



Average Days to Process Contracts Completed During the September Period (by Stage)



Contracts Awaiting Vendor Signature

Departments	Average of Days Waiting for Vendor	Number of Contracts
PROPERTY MANAGEMENT	139.7	2
BLIGHT & REVITALIZATION	76.4	3
ECONOMIC DEVELOPMENT	32.5	1
FINANCE	32.4	3
PUBLIC WORKS	30.9	2
Homeland Security Grant Approval	28.4	2
PUBLIC LIBRARY	21.4	1
CAPITAL PROJECT	21.1	3
POLICE DEPARTMENT	19.8	3
HOMELAND SECURITY	18.5	4
PIAZZA D'ITALIA DEVELOPMENT CORPORATION	16.4	2
LAW	13.5	1
NEIGHBORHOOD STABLIZATION	12.4	3
EMD	8.6	3
CAO	7.9	2
NEIGHBORHOOD ENGAGEMENT OFFICE	4.4	1
HUMAN SERVICES	4.4	4
OFFICE OF TECHNOLOGY & INNOVATION	4.3	1
RIVERGATE DEVELOPMENT CORPORATION	4.3	1
AVIATION	2.0	5
HEALTH DEPARTMENT	0.3	5
Grand Total	22	52

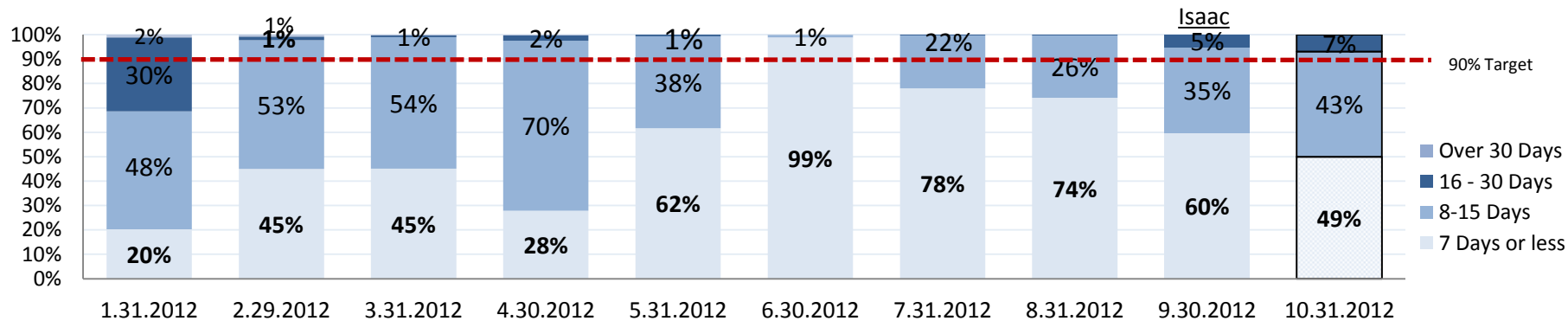
Note: Per policy memorandum 122R, each department/agency is responsible for reaching out to the vendor to obtain their signature after the law department sends the initial notification.

The Check: Accounts Payable

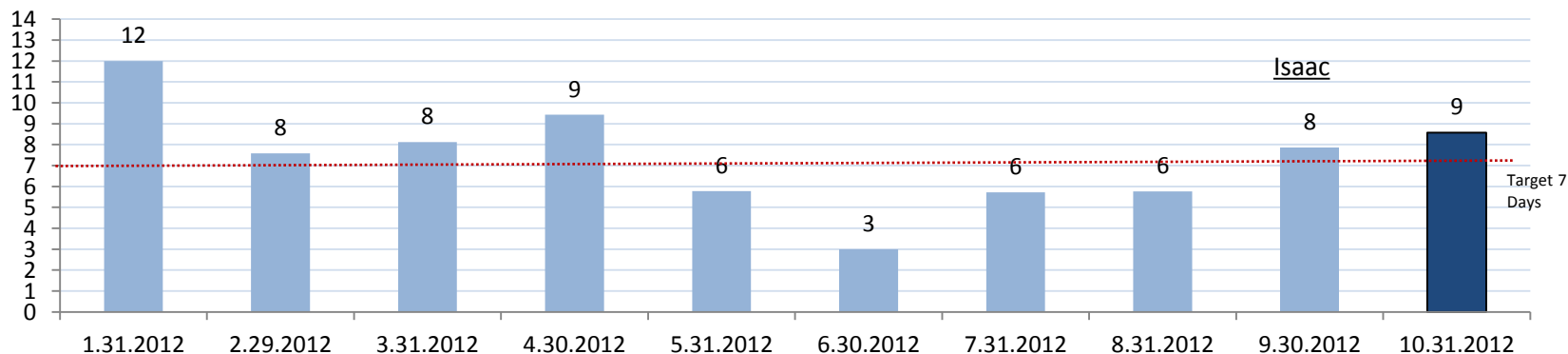
- General Fund Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
- Capital and Grants Expenditure Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
 - Detail Review (invoices in the pipeline)
 - CDBG Invoice Payments
 - DPW Payments
 - DPW Revolver Payments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

The Percentage of General Fund (and Agency) Payments Processed in 7 Days or Less at 49%. Payment Processing Affected by System Downtime.

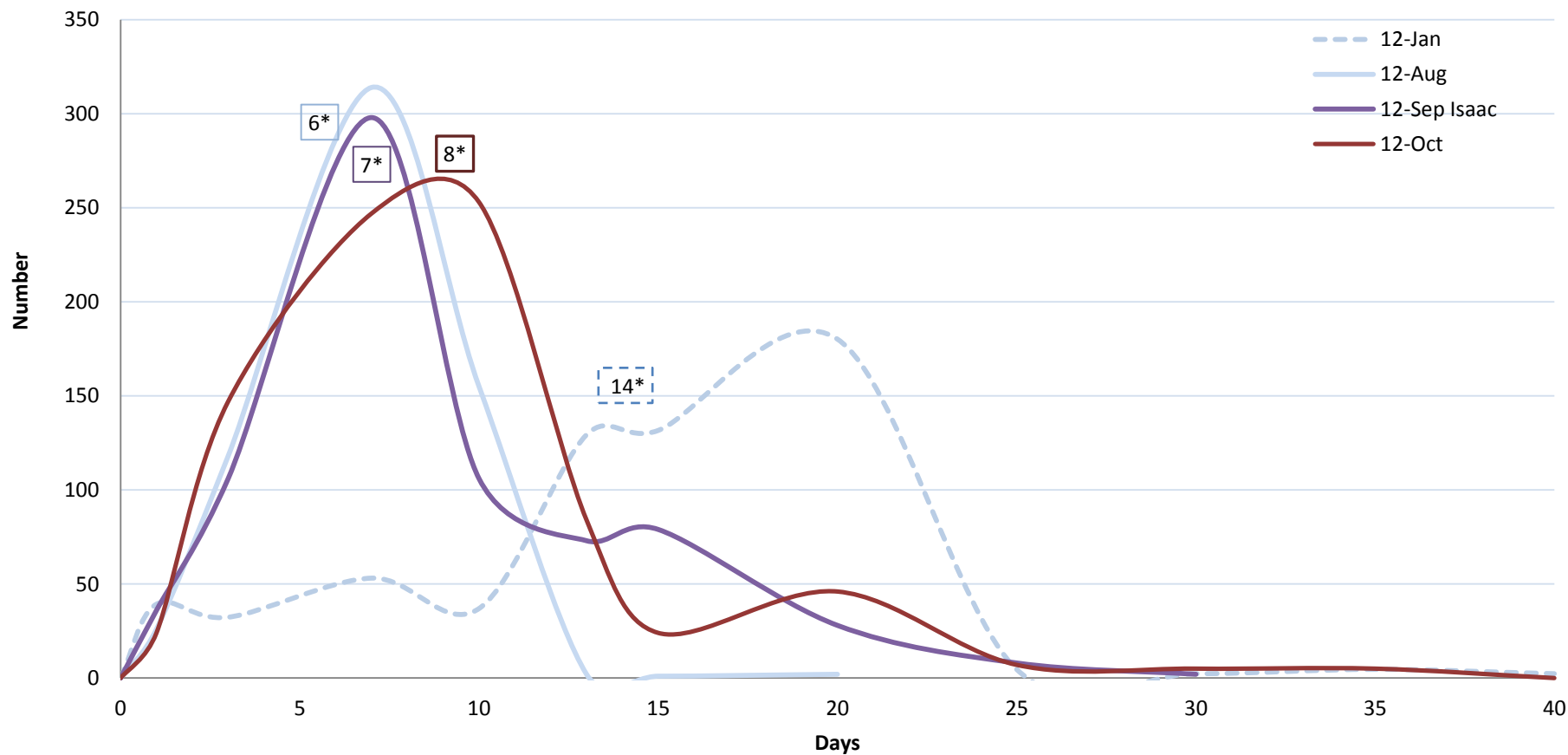
Working Days to Process General Funds and Agencies Check Payments by A/P Office for Periods Ending 1.31.2011 to 10.31.2012 (in %)



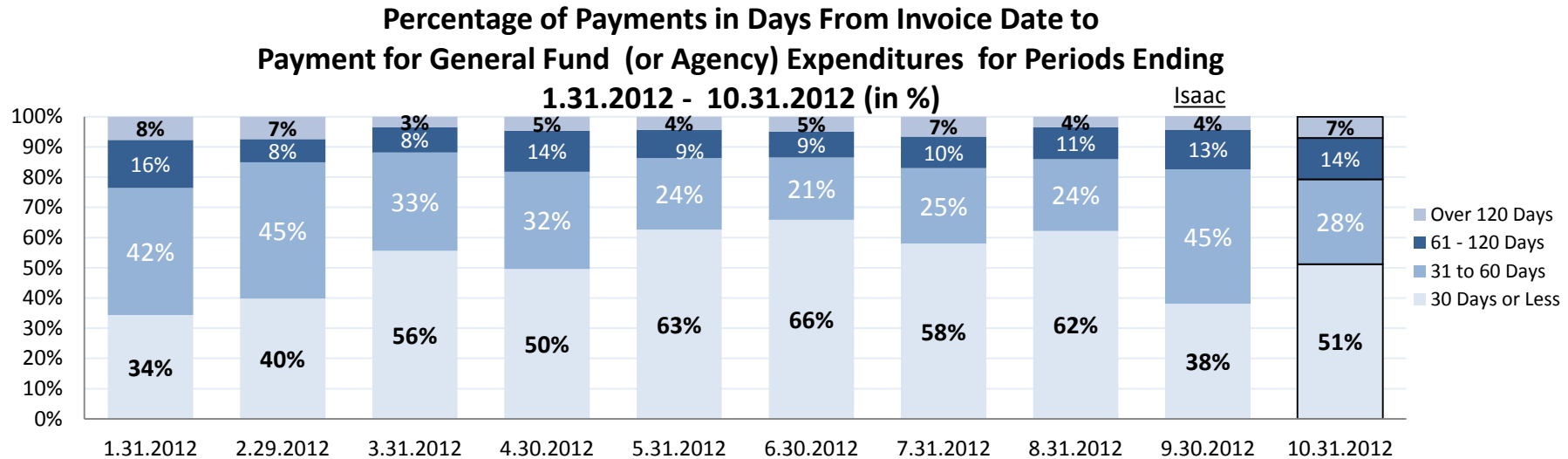
Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



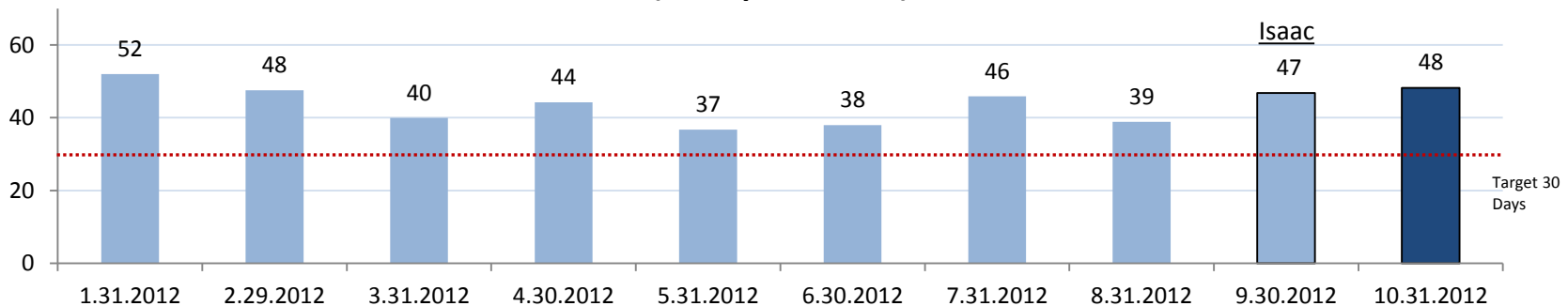
Distribution of Accounts Payable Processing GF Payments



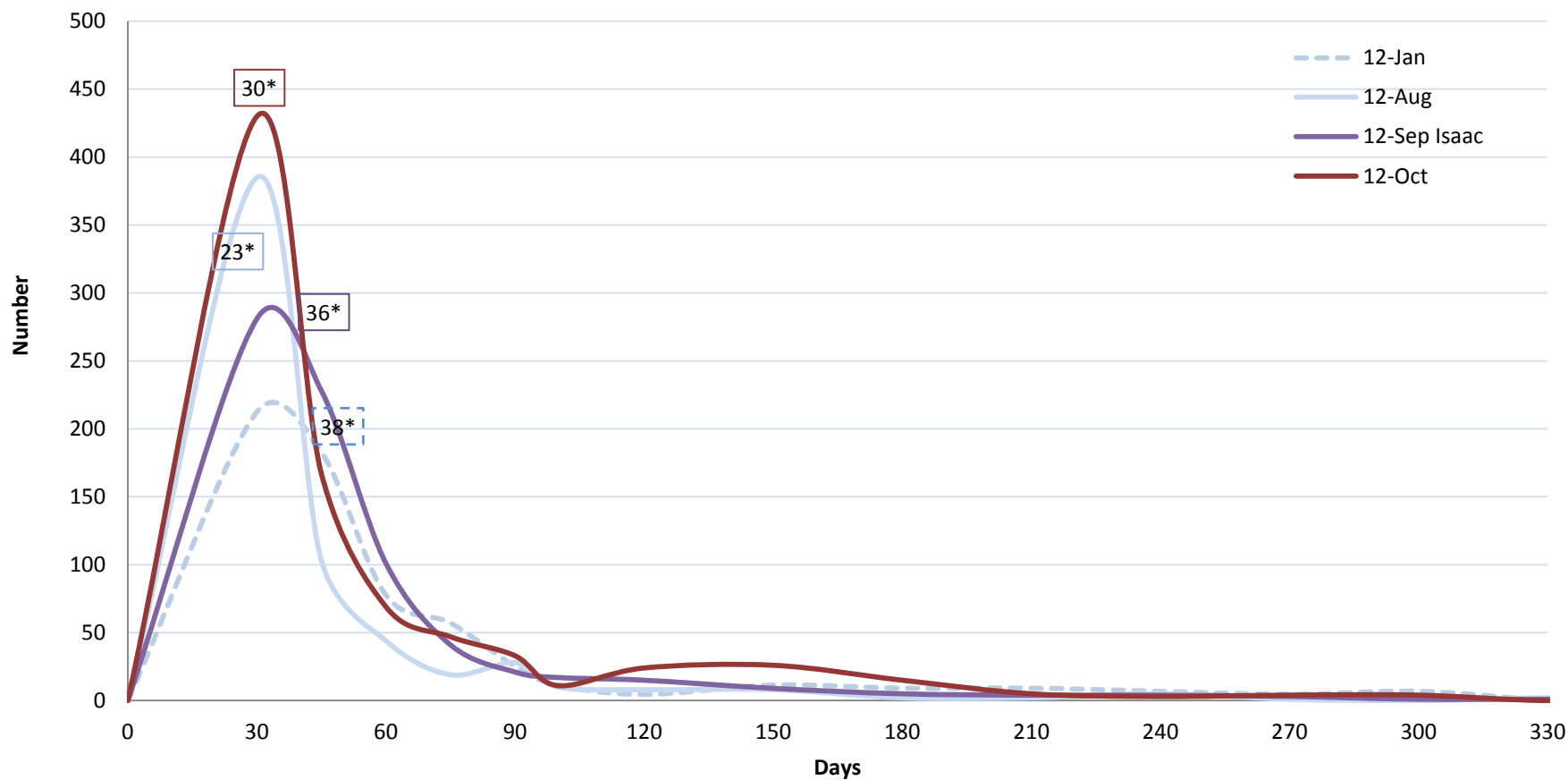
The Percentage of General Fund (and agency) Payments in 30 Days or Less Increased to 51% in the Current Period



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



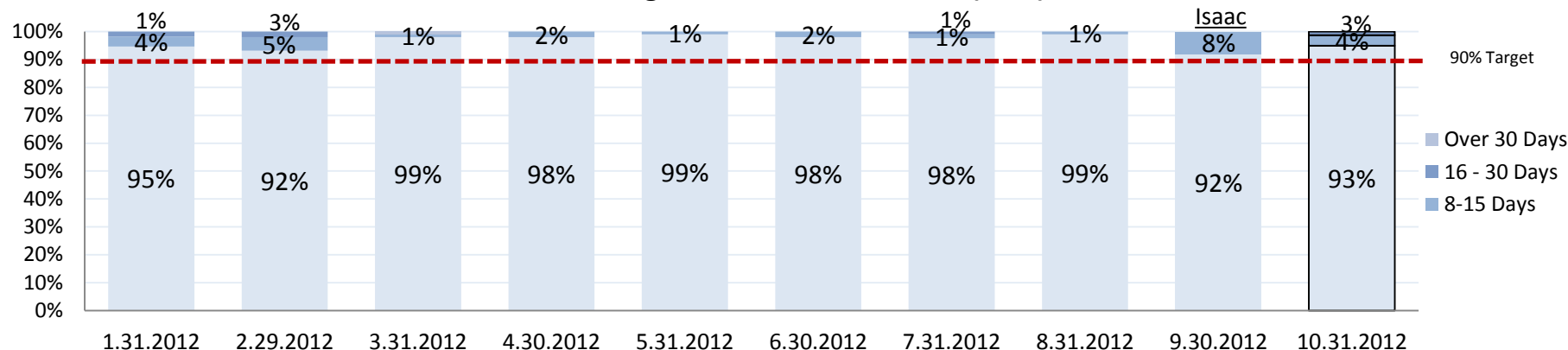
Invoice Date to Check Date Distribution for GF & Agency Payments



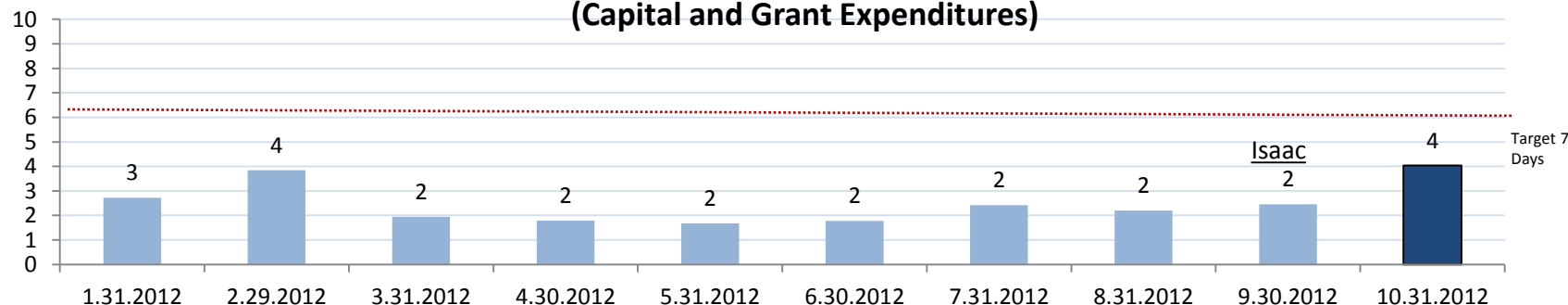
* Median

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 - 10.31.2012(in %)

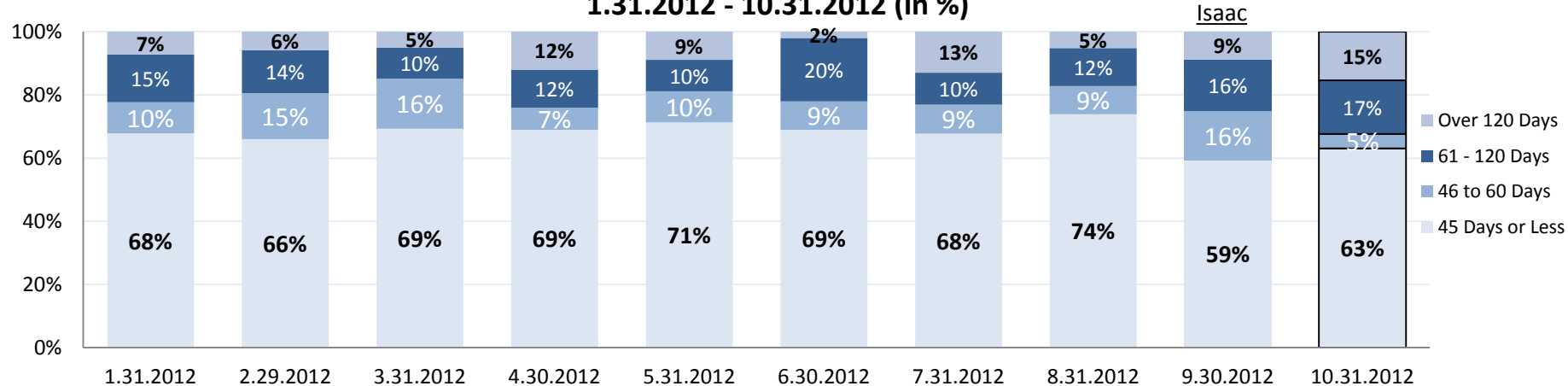


Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)

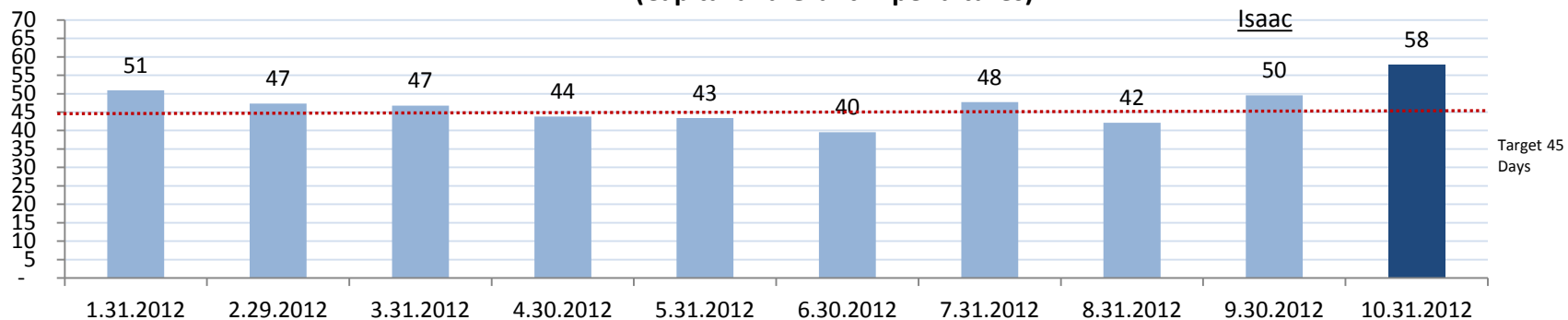


The Percentage of Capital and Grant Payments Made in 45 days or Less from Invoice at 63%

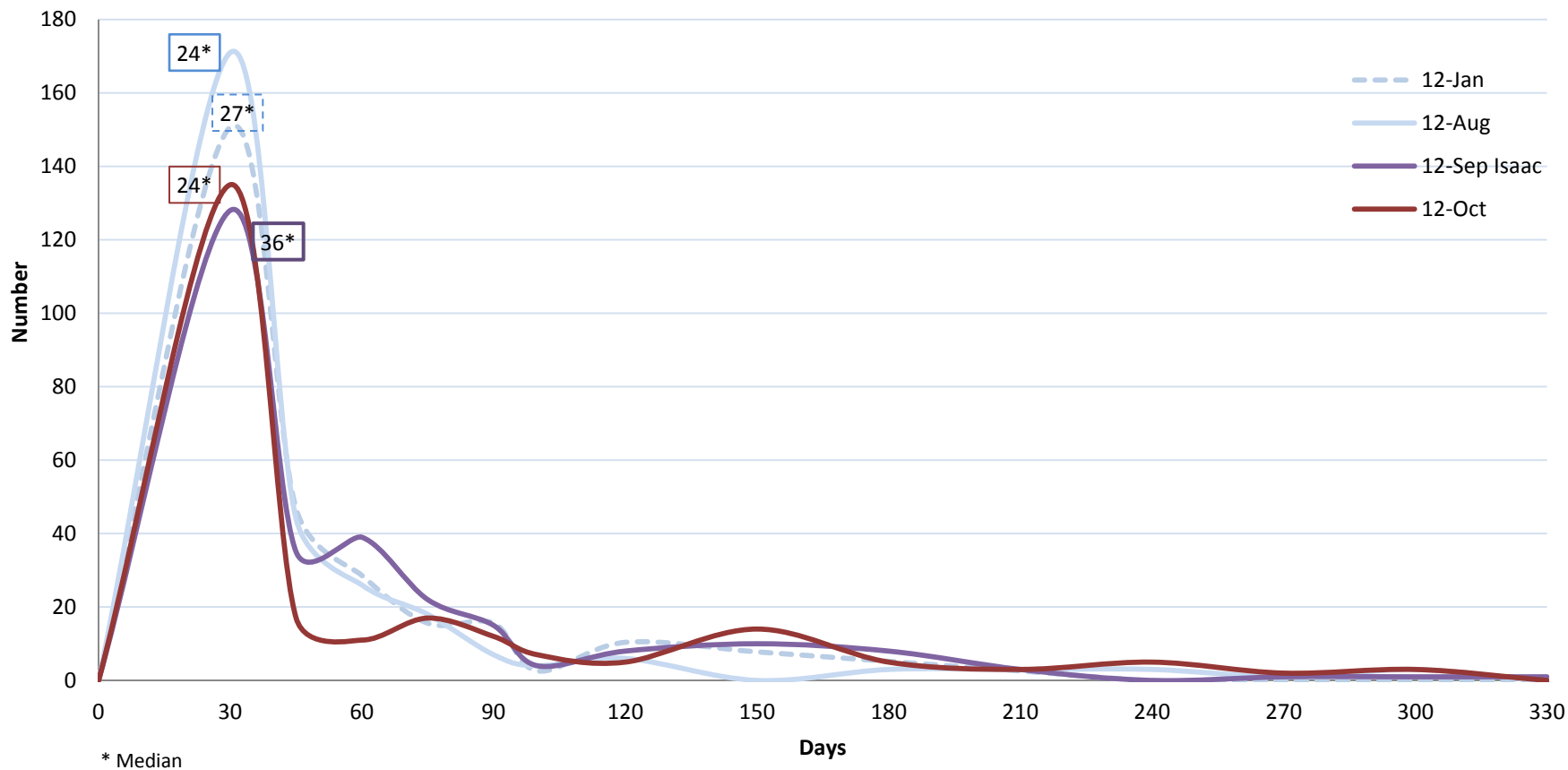
Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 1.31.2012 - 10.31.2012 (in %)



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



Invoice Date to Check Date Distribution for Capital and Grants Payments



Results for General Fund (and Agencies) Payments Vouched from Invoice Between 8.31.2012 and 10.31.2012

DEPARTMENT	<= 60	>60	Total Payments 3 Months	Three Month Average	August	Issac September	October
				% >60 Days	% >60 Days	% >60 Days	% >60 Days
EMD	55	31	86	36%	38%	21%	44%
HEALTH	27	14	41	34%	36%	12%	62%
SAFETY AND PERMITS	7	3	10	30%	0%	40%	50%
LAW	53	21	74	28%	19%	41%	26%
ITI	56	22	78	28%	35%	18%	29%
POLICE	89	33	122	27%	39%	24%	22%
Mayor's (Tourism)	22	8	30	27%	25%	21%	38%
CAO	28	10	38	26%	20%	8%	44%
OCD	21	8	31	26%	0%	40%	55%
CITY PLANNING	7	2	9	22%	0%	40%	0%
COUNCIL	80	20	100	20%	22%	17%	22%
SANITATION	16	4	20	20%	25%	14%	22%
AVIATION	267	62	329	19%	11%	27%	17%
NORDC	129	28	157	18%	3%	27%	26%
PROPERTY MANAGEMENT	71	14	85	16%	17%	10%	20%
REVENUE	31	6	37	16%	27%	13%	7%
OFFICE OF HOMELAND SECURITY	11	2	13	15%	14%	0%	33%
PARKWAY AND PARK	73	13	86	15%	17%	12%	17%
REGISTRAR OF VOTERS	12	2	14	14%	0%	0%	40%
TREASURY	12	2	14	14%	33%	0%	14%
PUBLIC WORKS	70	11	81	14%	9%	12%	19%
MOSQUITO CONTROL	70	10	80	13%	10%	14%	15%
MAYOR' OFFICE	100	14	114	12%	9%	9%	19%
HUMAN SERVICES	51	7	58	12%	10%	17%	7%
LIBRARY	161	18	179	10%	6%	8%	16%
FIRE	54	5	59	8%	0%	6%	14%
CORONER	33	3	36	8%	0%	0%	17%
RIVERGATE DEVELOPMENT CORP.	13	1	14	7%	20%	0%	0%
ACCOUNTING	14	1	15	7%	0%	0%	17%
OFFICE OF INSPECTOR GENERAL	48	1	49	2%	0%	6%	0%
EMS	43	0	43	0%	0%	0%	0%
FINANCE	9	0	9	0%	0%	0%	0%
PURCHASING	12	0	12	0%	0%		0%
Other (Less than 9 in Three Months)	60	20	80	25%	23%	33%	19%
Total	1805	396	2203	18%	14%	18%	21%

Source :Accounts Payable Collected 11.5.2012 and 11.9.2012

Results for Capital and Grants Payments Vouched from Invoice Date Between 8.31.2012 and 10.31.2012

DEPARTMENT	<= 60	>60	Total Payments 3 Months	Three Month Average	August	Issac September	October
				% >60 Days	% >60 Days	% >60 Days	% >60 Days
PUBLIC WORKS **	37	51	89	57%	35%	61%	73%
LIBRARY	10	4	14	29%	9%	100%	
NORDC	5	2	7	29%	0%	100%	33%
CAPITAL PROJECT	93	34	128	27%	22%	36%	22%
HEALTH	137	37	177	21%	13%	13%	35%
OCD *	210	56	269	21%	12%	24%	26%
HOMELAND SECURITY	43	9	45	20%	33%	0%	15%
ECONOMIC DEVELOPMENT	24	2	26	8%	8%		
CRIMINAL JUSTICE	10	0	10	0%	0%	0%	0%
FIRE	6	0	6	0%	0%	0%	0%
OFFICE OF WORK FORCE DEVELOPMENT	13	0	13	0%		0%	
Other (Less than 6 in Three Months)	20	3	23	13%	18%	20%	0%
Total	608	198	807	25%	17%	26%	32%

*OCD Payments over 60 Days include a significant amount of Code Enforcement (Blight Eradication) Invoices

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

CDBG Invoices: Several Invoices Remain Over the 60 Days Goal

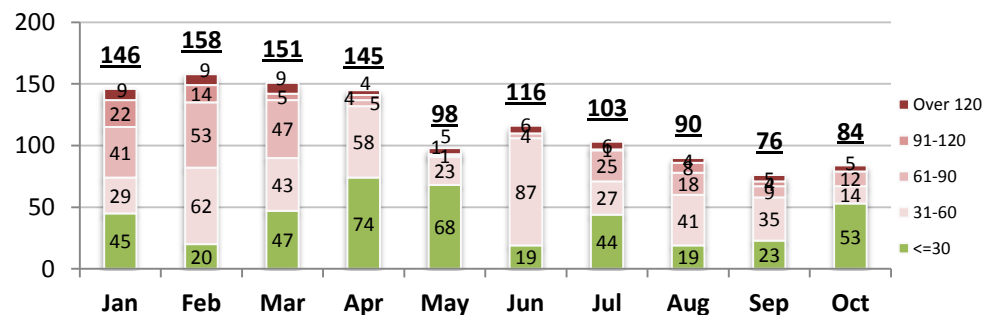
Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Send to Owning Department	10	1	1		2	14
Owning Department to Send to Accounting	13		5			18
Accounting to Approve	3					3
City OCD Fiscal to Send to State Consultant	3					3
State DRU to Send to State Finance	9	3				12
State Finance to Pay City	6	7	4			17
Payment to Hit City's Bank	6		2			8
City to Cut Check	3	3			3	9
Total	53	14	12	0	5	84

Over
60
days

Over
30
days

Reasons for Delay				
Dispute with the vendor		1	6	4
Not processed timely				1
With the State (<u>average 19 days</u>)		10	4	
Contract being processed				
Other				
Paid as of 11.8.2012		3	2	

OCD Aging of Invoices in the Pipeline by Period



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

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve	1					1
Department to Create Receiver	5					5
Department to Deliver to Finance	1					1
Finance to Cut Check	8	1			5	14
Finance to Release Check		1				1
Invoice on Hold	2	4	3		3	12
Grand Total	17	6	3	0	8	34

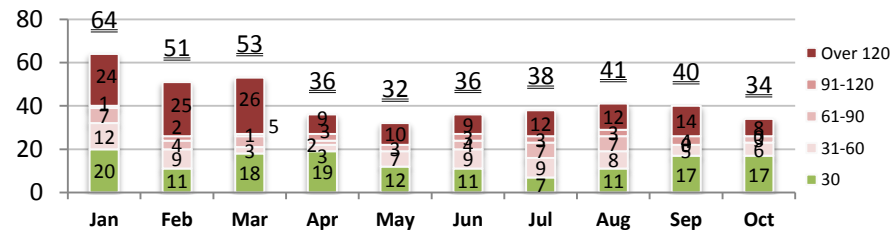
Over 60
days

Over 30
days

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		1			2
Other*		2			1
Paid by 11.8.2012		3	2		5

DPW City: Aging of Invoices in the Pipeline by Period



Information obtained from DPW Department 11.5.2012 and 11.9.2012

DPW Revolver Invoices : One Invoices Remains Over the 60 Days Goal

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Finance to Send to State		3	1			4
Grand Total	0	3	1	0	0	4

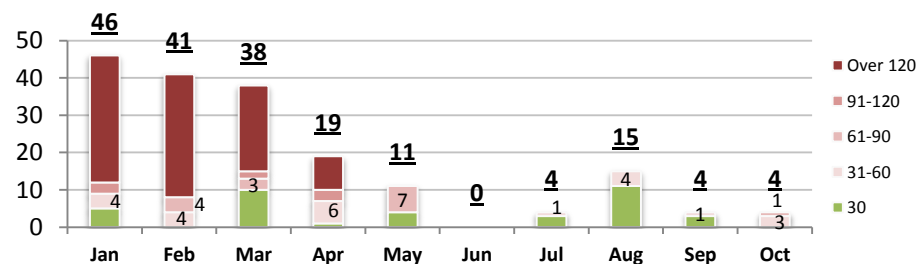
Over
60 days

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					
Other					
Paid by 11.08.2012		3	1		

DPW Revolver: Aging of Invoices in the Pipeline by Period



Information obtained from DPW Department 11.5.2012 and 11.9.2012

Capital Projects City Invoices: All Invoices Over 60 Days Were Paid as of 11.9.2012

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver	1					1
Finance to Cut Check	27	2	5			34
Invoice on Hold	3					3
Total	31	2	5	0	0	38

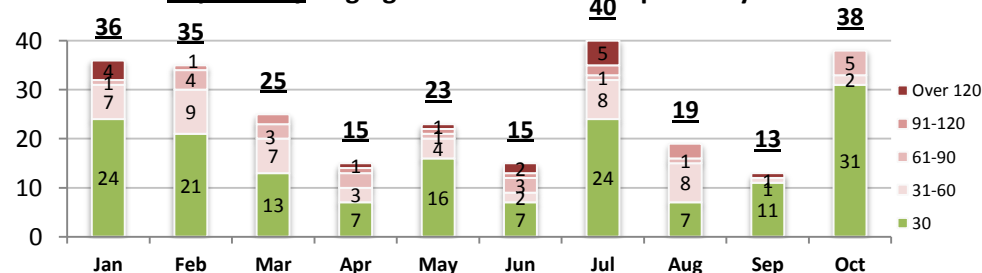
Over
60
days

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		1			
Paid by 11.8.2012		1	5		

Capital City : Aging of Invoices in the Pipeline by Period



Information obtained from CPA 11.5.2012 and 11.9.2012

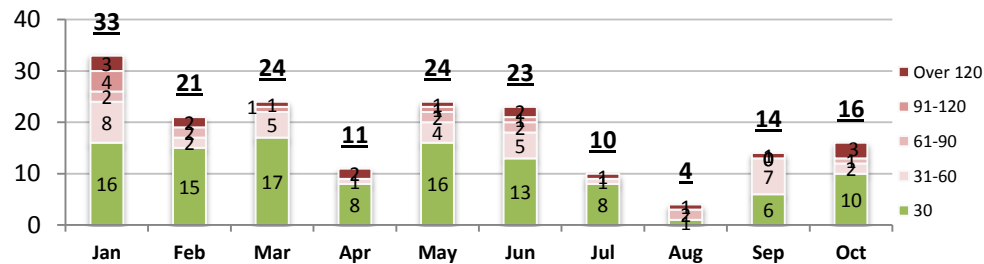
Capital Projects Revolver Invoices: Three Invoices Over 60 Days Are Outstanding

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Fiscal to Receive Invoice		0				0
Department to Create Receiver	1					1
Finance to Send to State	8	2	1		2	13
Invoice on Hold	1				1	2
Total	10	2	1	0	3	16

Over
60
daysOver
30
days

Reasons for Delay					
Dispute with the vendor					1
Goods received at a later date / Services were not rendered					2
Invoice was misplaced / not processed timely					
Contract being processed					
Other					
11.8.2012		2	1		

Capital Revolver: Aging of Invoices in the Pipeline by Period



Information obtained from CPA 11.5.2012 and 11.9.2012

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?