



CITY OF NEW ORLEANS

ReqtoCheck**STAT**

*Reporting Period: March 1 – March 31st*

## **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.

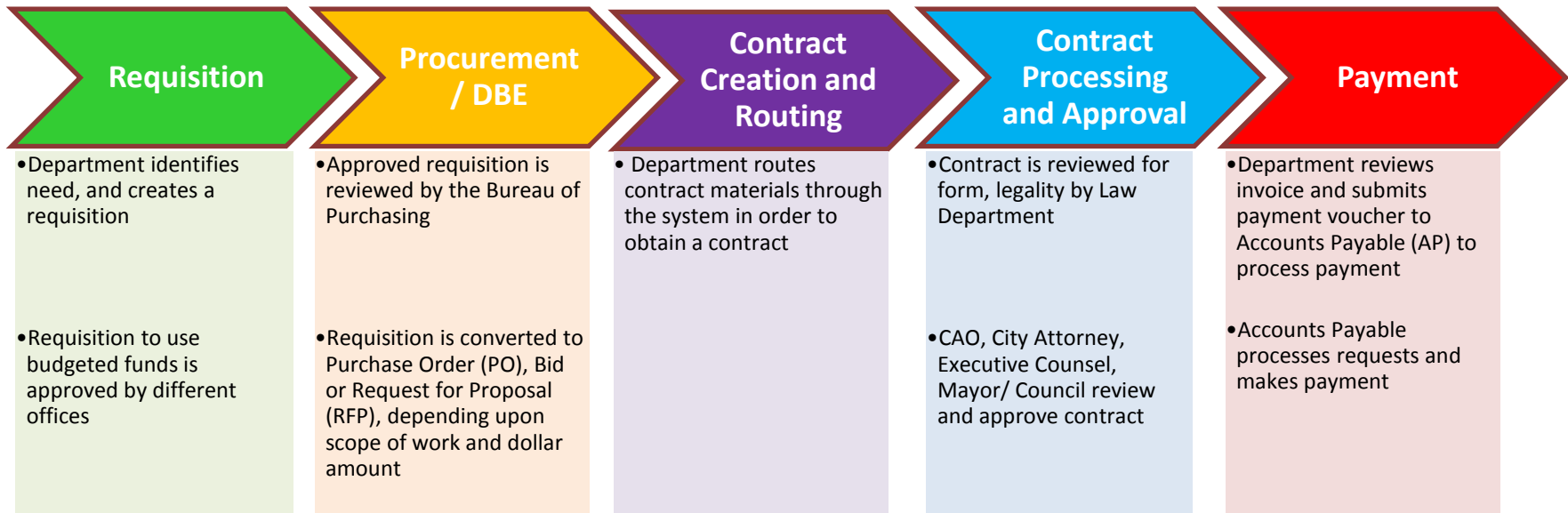
## **What is ReqtoCheckStat?**

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?**

This 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

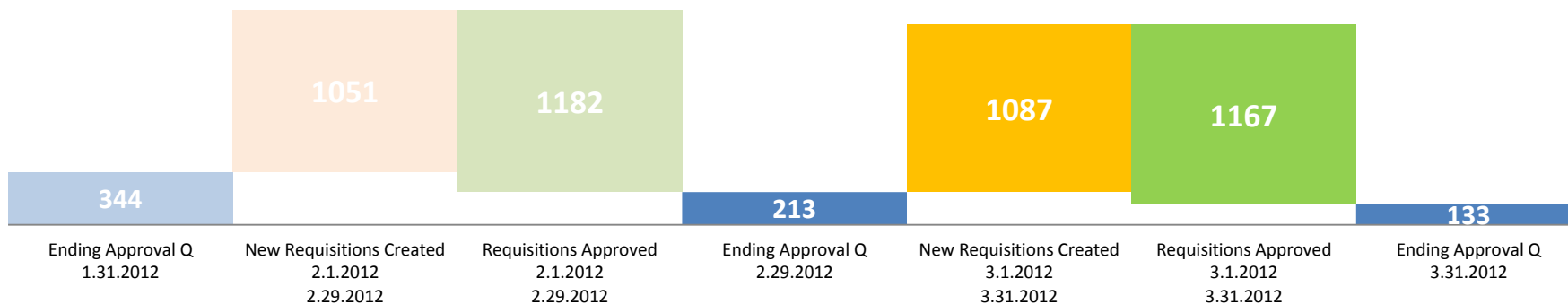


# Requisition Approval

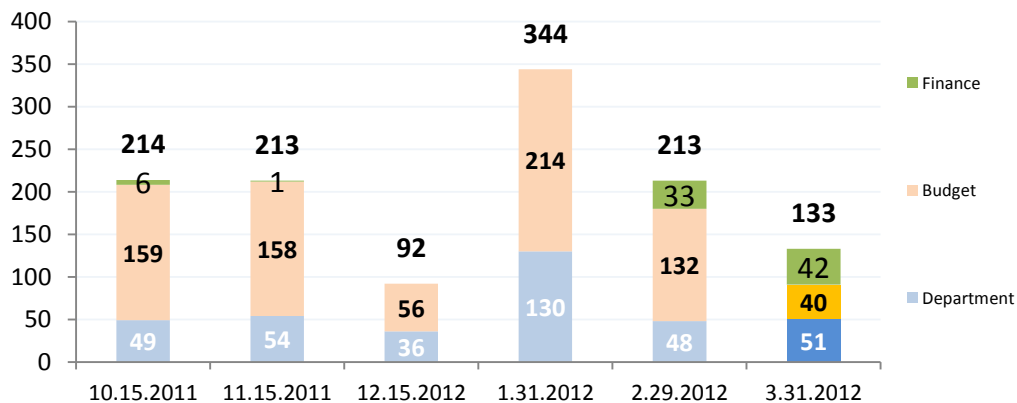
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level
- Approval Time of Requisitions

# Approval Queue Continues to Decrease Reaching 133 Requisitions Awaiting Approval as of 3.31.2012

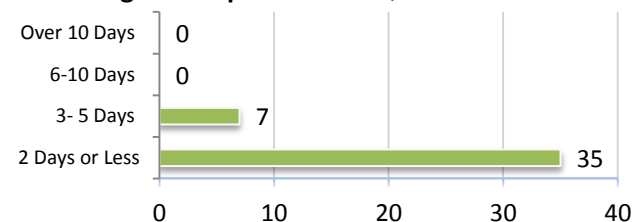
## Requisition Approval Queue General Fund for Period Ending 3.31.2012



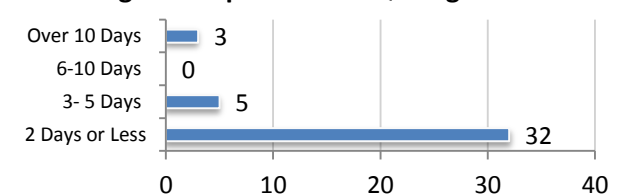
## Requisitions in Q to be Approved



## Age of Requisitions in Q Finance Office

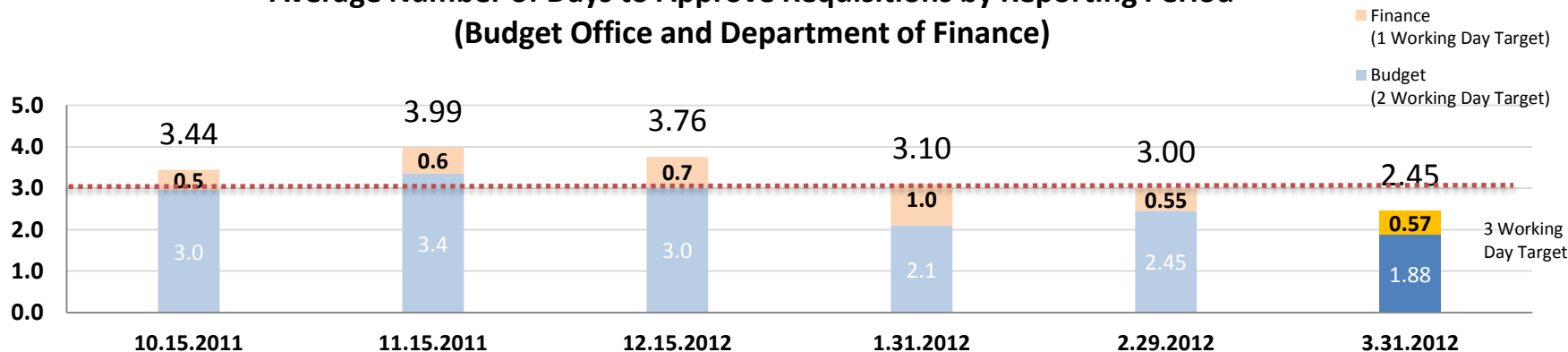


## Age of Requisitions in Q Budget Office



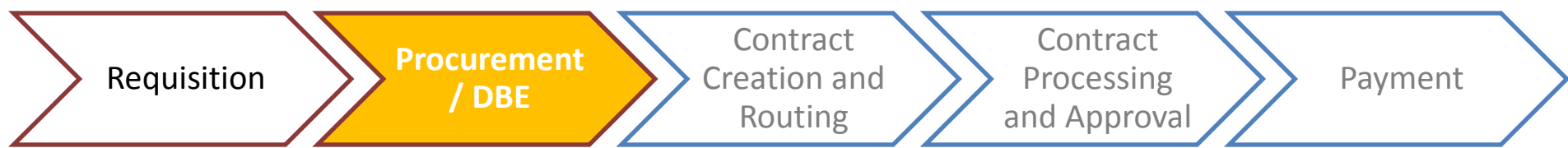
## Number of Days to Approve Requisitions on Target

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



Budget						
Days to Approve	2011			2012		
	10.15.2012	11.15.2011	12.15.2011	1.31.2012	2.29.2012	3.31.2012
2 or less	68%	69%	61%	71%	53%	74%
3 Days	5%	4%	6%	9%	15%	8%
4-5 Days	10%	8%	12%	9%	25%	11%
6-10 Days	12%	7%	17%	10%	7%	6%
11-15 Days	3%	7%	4%	1%	0%	1%
Over 15 Days	2%	5%	0%	0%	0%	0%

Finance						
Days to Approve	2011			2012		
	10.15.2012	11.15.2011	12.15.2011	1.31.2012	2.29.2012	3.31.2012
1 or less	100%	99%	99%	85%	99%	97%
2 Days	0%	1%	0%	7%	1%	2%
3-5 Days	0%	0%	1%	8%	0%	1%
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%

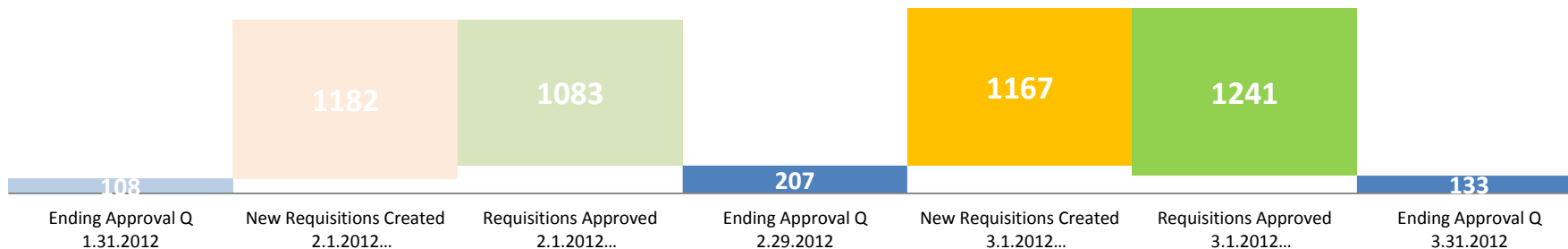


# Requisition to Procurement

- 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 Decreased to 133

## Bureau of Purchasing Requisition Processing General Fund for Period Ending 3.31.2012

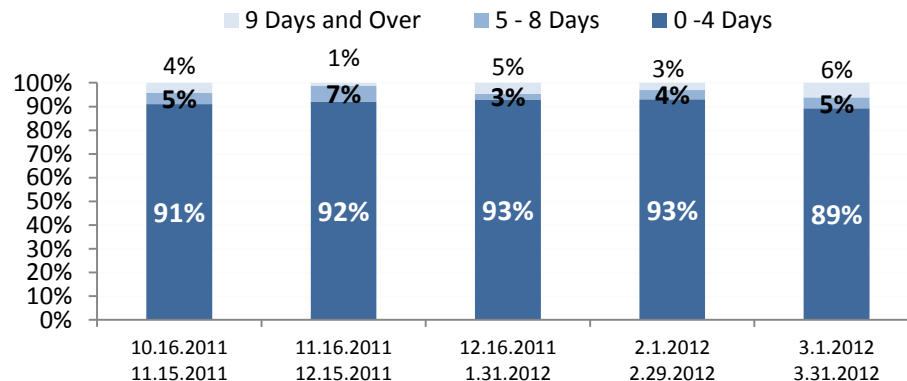


Status of Reqs Awaiting Buyer Processing		
3.31.2012		
Status	Count	
Completed 4/11/2012	40	
Need Contract	67	
Purchasing Processing Bid/RFP/RFQ	8	
Waiting for Support	18	
<b>Grand Total</b>	<b>133</b>	

Waiting for Support		
Status	Count	
NOAB	9	
Fire	2	
NORD	2	
Mayor's Office	1	
Mosquito & Termite Control	1	
Capital Project	1	
EMS	1	
Property Mgmt.	1	
<b>Grand Total</b>	<b>18</b>	

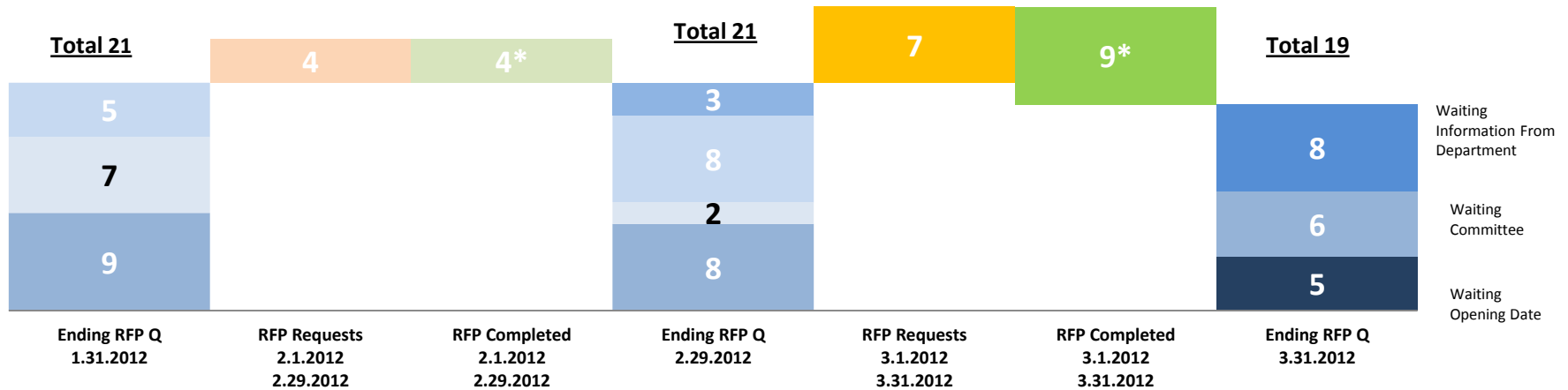
### The Bureau of Purchasing Converts Requisitions to POs in Four Days or Less 90% of the Time (Average 708 POs per month)



Source : Obtained from the Bureau of Purchasing 4.1.2012 and 4.10.2012

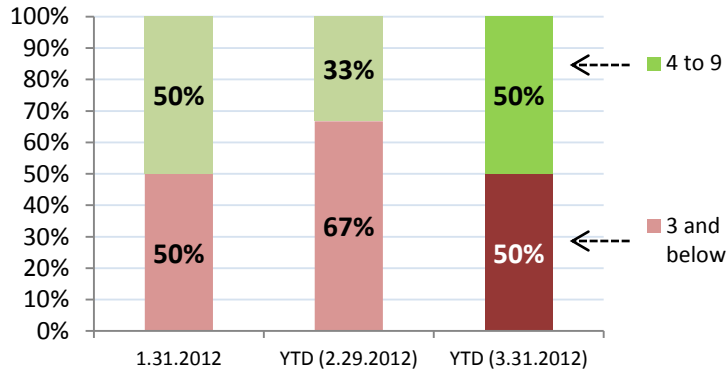


## The Number of RFPs in Process is 19 as of 3.31.2012



\* Includes cancelled RFPs for which proposals were not received

### Number of Proposals Received for RFPs Completed YTD 2012 (as of 3.31.2012)

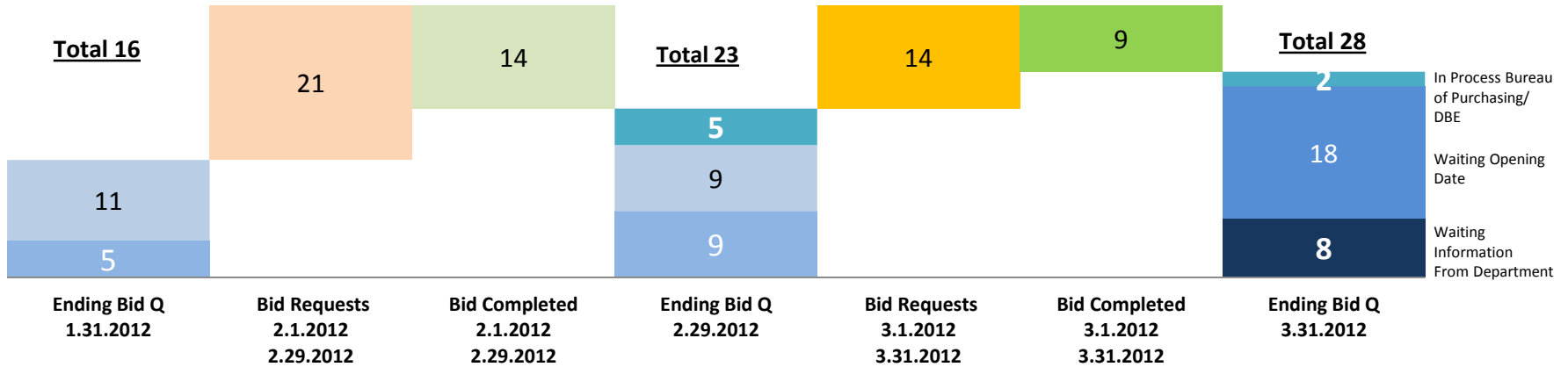


Waiting on Support / Response from Departments		
Department	Brief Description	Comment
Finance	Retirement Dept Investment Consultant	Awaiting RXQ, OIG, Specs, authorization
Finance	Municipal Revenue Collection System	Awaiting RXQ
Finance	Online Auction Svs NO East	Awaiting Decision - Action from Other RFP
Sanitation	Collection of Sanitation Fees	Awaiting Specs (have draft), Authorization, Requisition
Police	Psychologist	Limited Responses Received
CAO	Group Term Life Accidental Death Dismemberment	Awaiting Authorization and funding identified
Aviation Board	Wildlife Mitigation	Awaiting Decision
OCD	NOATF Legal Services Base Realignment and Closure	Awaiting Decision

Awaiting Committee Meeting	
Department	Brief Description
OCD	RFP for professional services NSA New Orleans East Bank facility
CAO	Unemployment Management
Mayor	Education and Careers Summer Programs
Aviation Board	Airport Pavement Conditions Index
Aviation Board	Land Use
Aviation Board	Feasibility Study - New Terminal

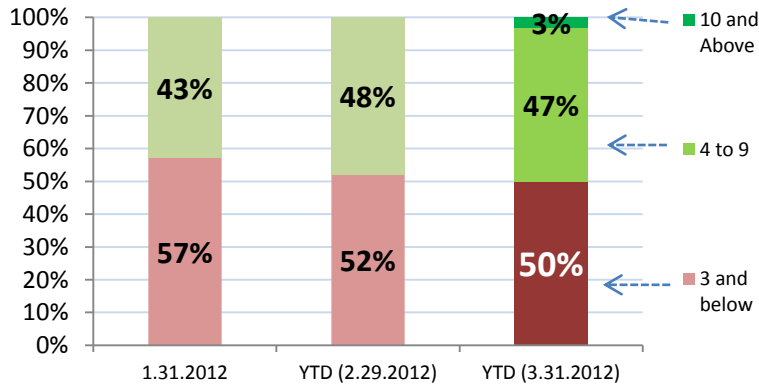
Source : Bureau of Purchasing 4.1.2012 and 4.10.2012

## The Number of Bids in process Increased from 23 to 28 as of 3.31.2012



\* Includes cancelled Bids for which proposals were not received

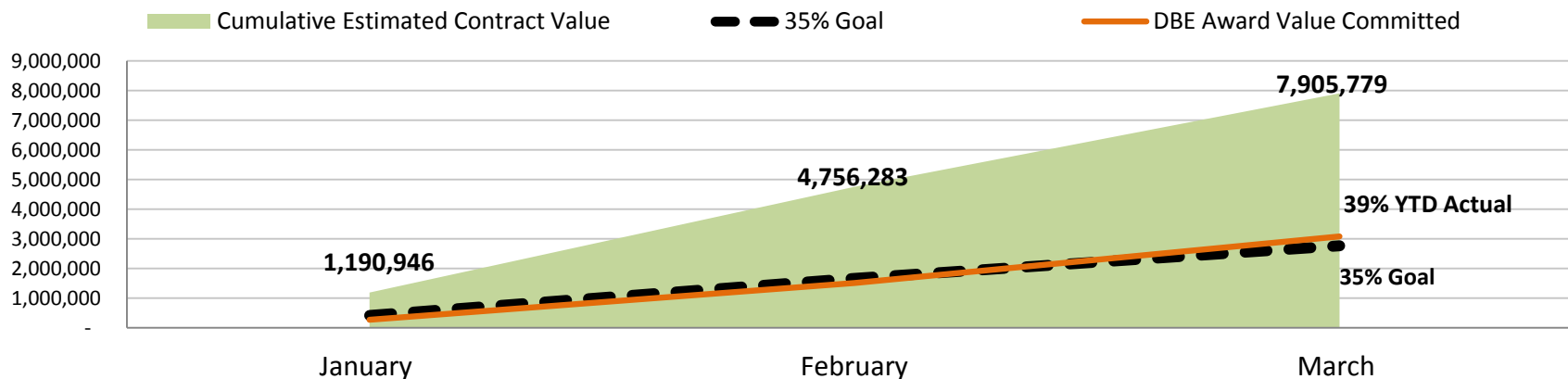
### Number of Proposals Received for Bids completed YTD 2012 (as of 3.31.2012)



Awaiting on Department		
Department	Brief Description	Issue
Capital	NOFD Engine 31	Waiting on Specs, Authorization, Funding
Capital	Joe Brown Park CDBG Enhancements	Waiting on Specs, Authorization, Funding
Capital	Bodenger Playground	Waiting Spec Changes Revised CDBG Section 3
Library	Crescent Trucks-Walk-in Van	Waiting CAO Authorization
Finance	Phase I Emergency Equipment & Supplies	Waiting on Specs + CAO Authorization
Aviation Board	Security Management Control	Waiting on Specs, OIG, RXQ
Property Mgmt	Janitorial Services	Waiting on RXQ, Authorization, Funding
NOHSEP	Generator	Waiting info to Correct Specs

# Cumulative YTD Percentage of DBE Award Value as of 3.31.2012 is 39%

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



## Time to Process DBE Validation by the Office of Supplier Diversity 2012 Requests Completed (Working Days)



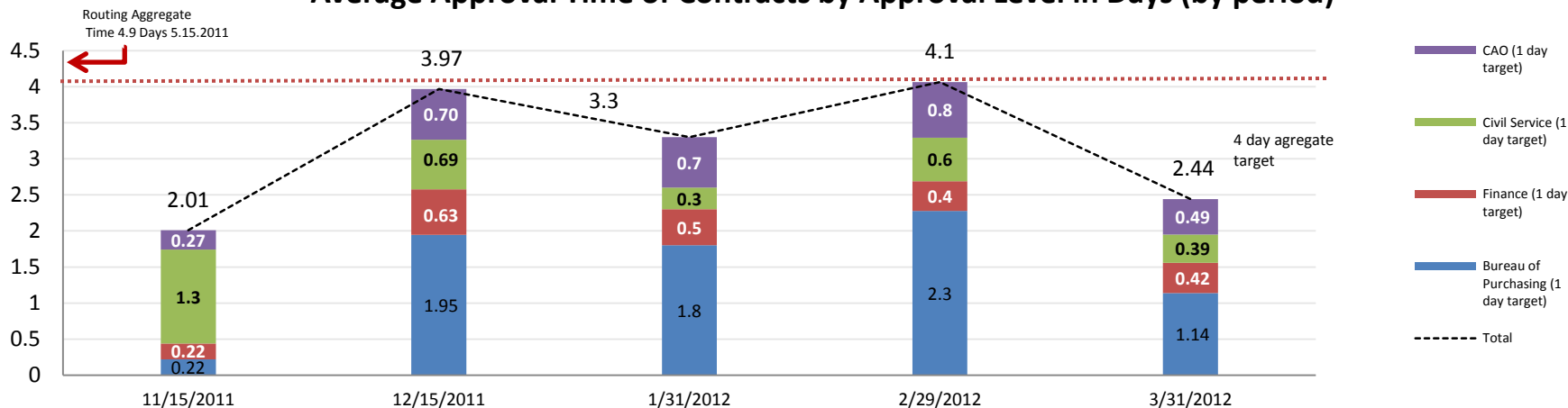


# Contract Package Routing

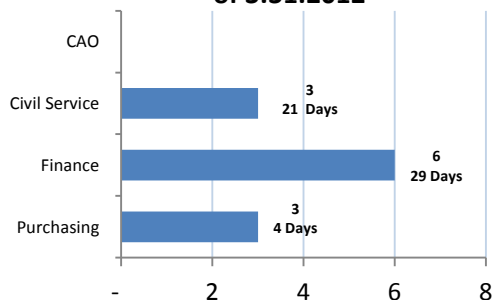
- Average Contract Routing Time

## Average Time to Approve Contracts Under Target

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



### 12 Contract Request are in Q as of 3.31.2012



CAO Distribution Approval			
Days to Approve	1.31.2012	2.29.2012	3.31.2012
0-1 Days	93%	90%	93%
2- 3 Days	4%	3%	7%
4-7 Days	3%	7%	0%
Over 8 Days	0%	0%	0%

Civil Service Distribution Approval			
Days to Approve	1.31.2012	2.29.2012	3.31.2012
0-1 Days	97%	92%	97%
2- 3 Days	3%	8%	3%
4-7 Days	0%	0%	0%
Over 8 Days	0%	0%	0%

Finance Distribution Approval			
Days to Approve	1.31.2012	2.29.2012	3.31.2012
0-1 Days	93%	97%	93%
2- 3 Days	7%	3%	7%
4-7 Days	0%	0%	0%
Over 8 Days	0%	0%	0%

Bureau of Purchasing Distribution Approval			
Days to Approve	1.31.2012	2.29.2012	3.31.2012
0-1 Days	70%	62%	78%
2- 3 Days	14%	18%	16%
4-7 Days	12%	10%	1%
Over 8 Days	4%	10%	5%

Source : ECMS 4.1.2012 and 4.10.2012

Requisition

Procurement /  
DBE

Contract Creation  
and Routing

Contract  
Processing and  
Approval

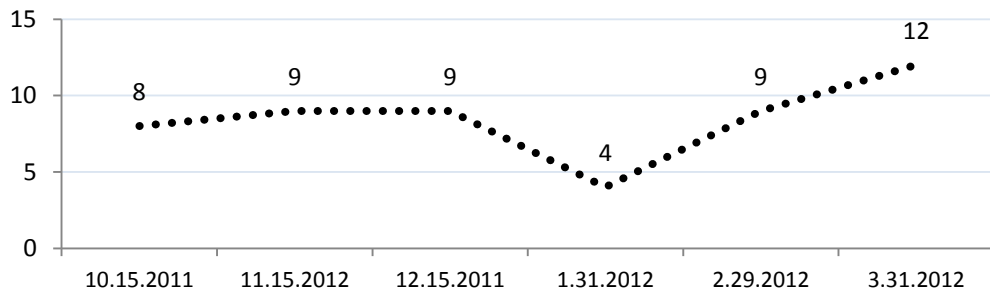
Payment

# Contract Approval Process

- Contract Rejections
- Contract Processing and Approval

## 12 Contracts Were Rejected/ Returned During the Period

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



3.31.2012	
Department	Total
OCD	6
Sanitation	3
Homeland Security	1
Human Services	1
Mosquito	1
<b>Grand Total</b>	<b>12</b>

**Reasons for Contracts Returned or Rejected by Either Approval Level or Law Department 3.1.2012 - 3.31.2012**

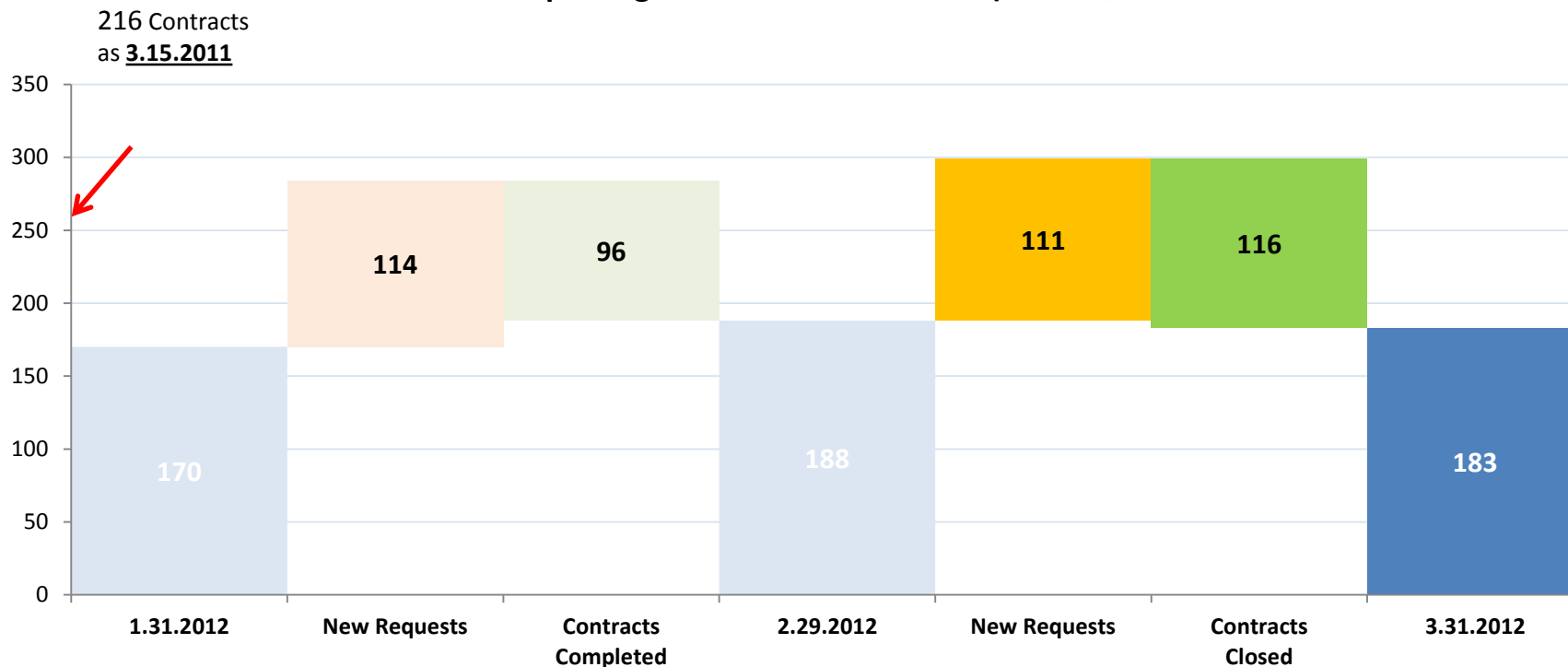


Source : ECMS System 4.1.2012

## Contracts: All Contracts in Process as of 3.31.2012

(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 3.31.2012 (in units)



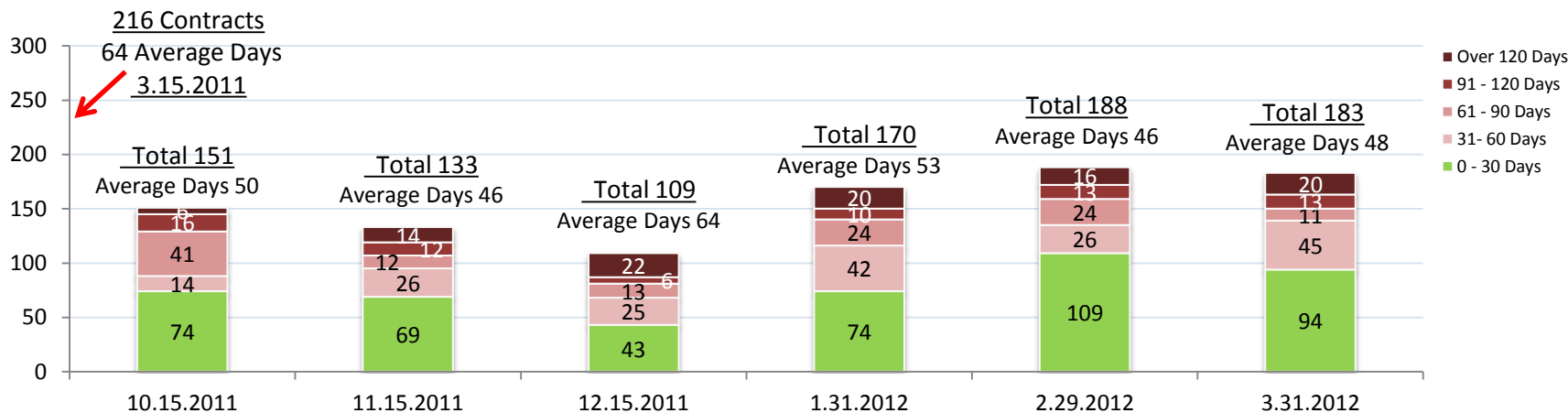
Source : Law Department and ECMS System 4.1.2012



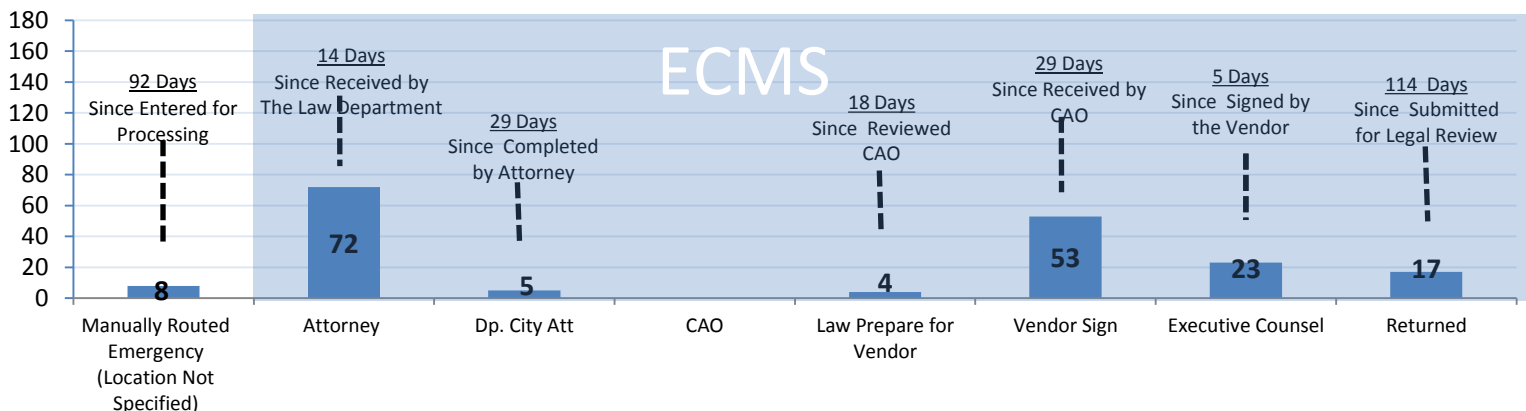
# Contracts : All Contracts in Process as of 3.31.2012

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

## The Average Age of Contracts Awaiting Processing Increased to 48 Days



## Location and Average Age of Contracts in Process as of 3.31.2012

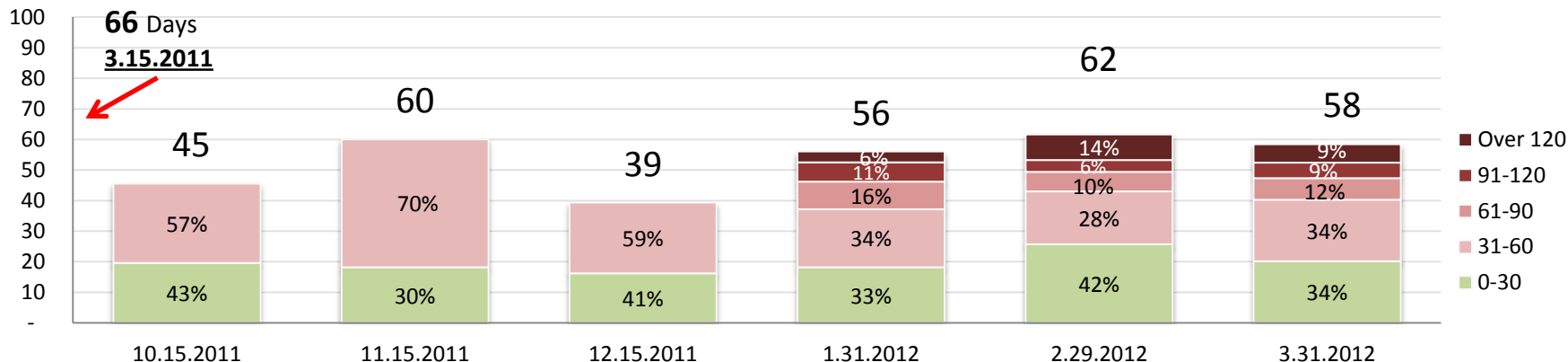


Source : Contract Management System ECMS 4.1.2012

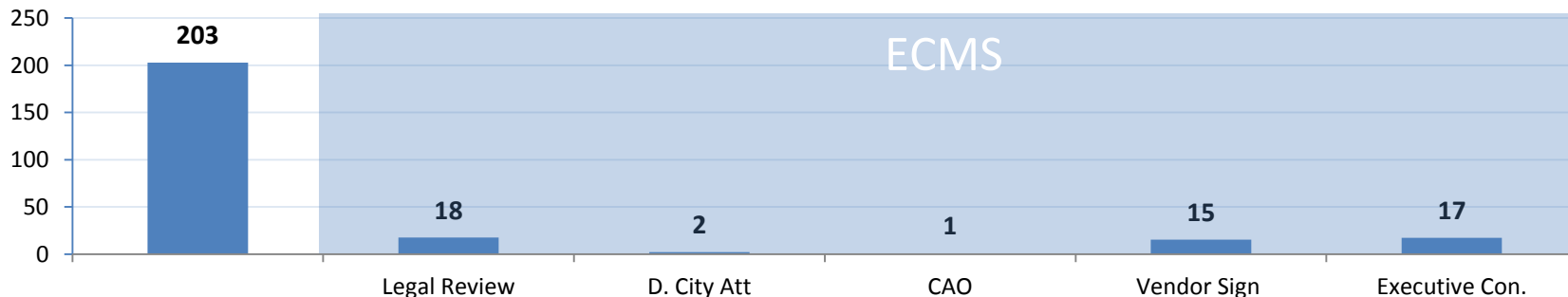
## Contracts : All Contracts Executed Between 3.1.2012 and 3.31.2012

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

The Average Time to Close Contracts During the Period Decrease to 58 Days from 62 Days. 34% of Contracts Were Closed in 30 Days or Less (80% Target)



### Average Days to Process Contracts Completed During the Period 3.1.2012 - 3.31.2012 (by Stage)



Source : : Contract Management System ECMS 4.1.2012

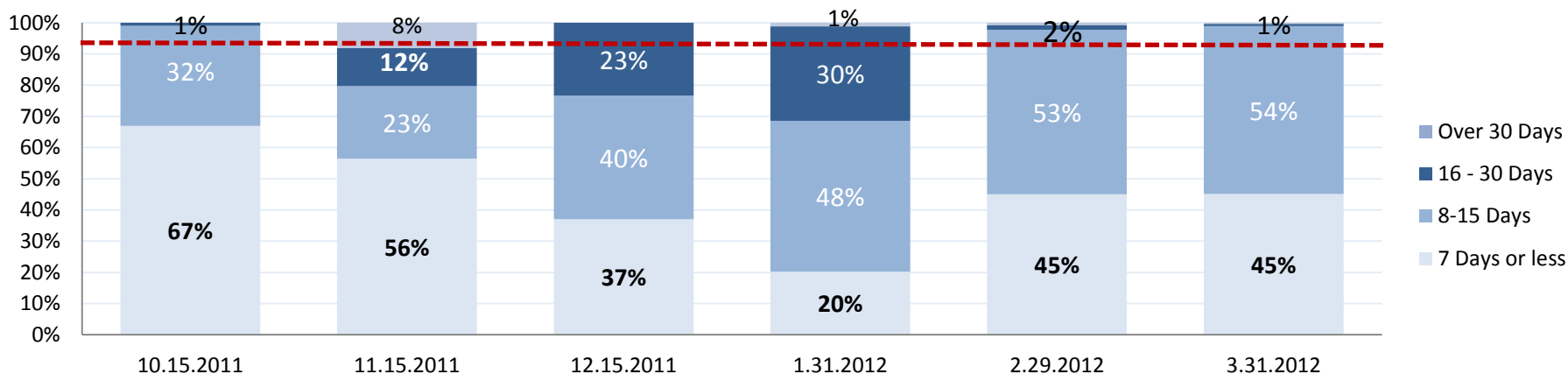
# The check: Accounts payable

- 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

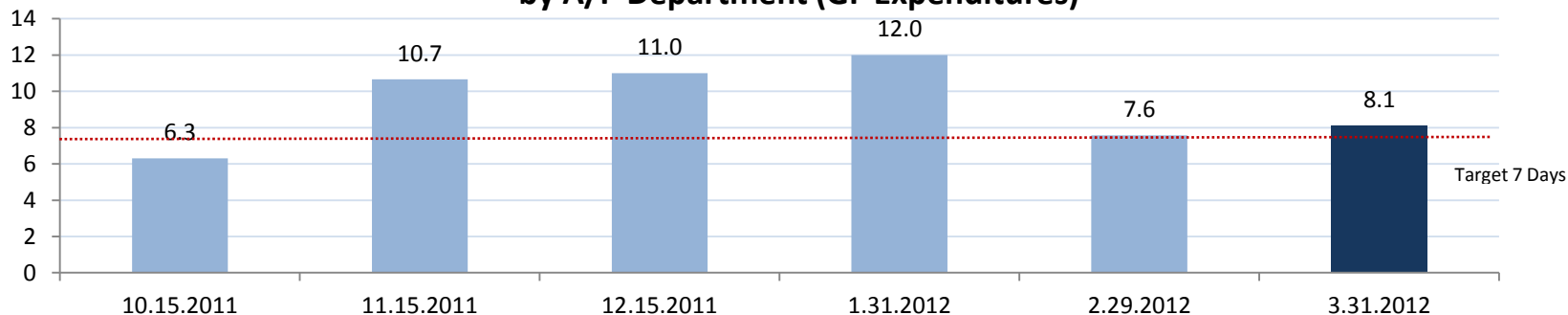
# The Percentage of General Fund (and Agency) Payments Processed in 7 Days or Less Remained at 45%

## Working Days to Process General Funds and Agencies Check Payments by A/P Office for Periods Ending 10.15.2011 to 3.31.2012 (in %)

Sample 286 selections 95% confidence level +/-5



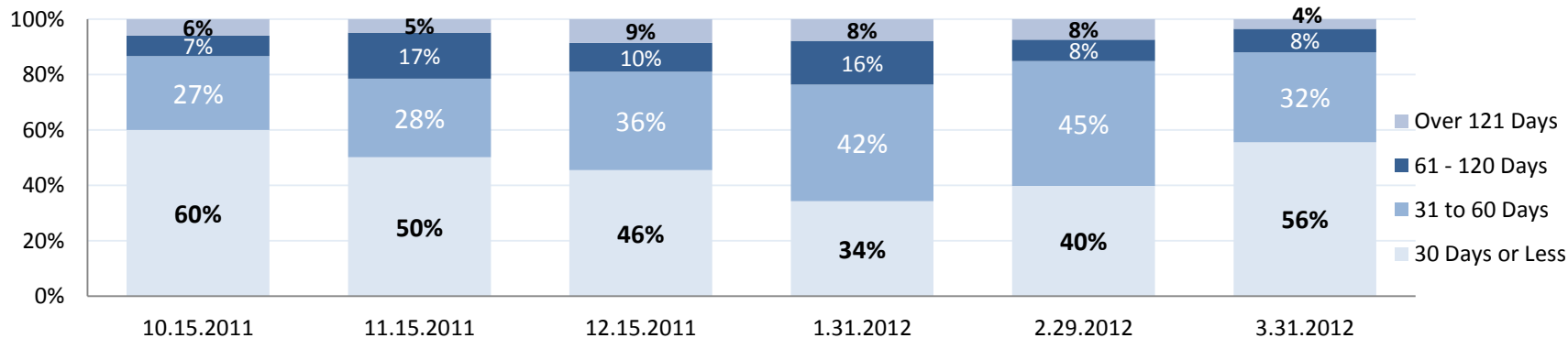
## Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



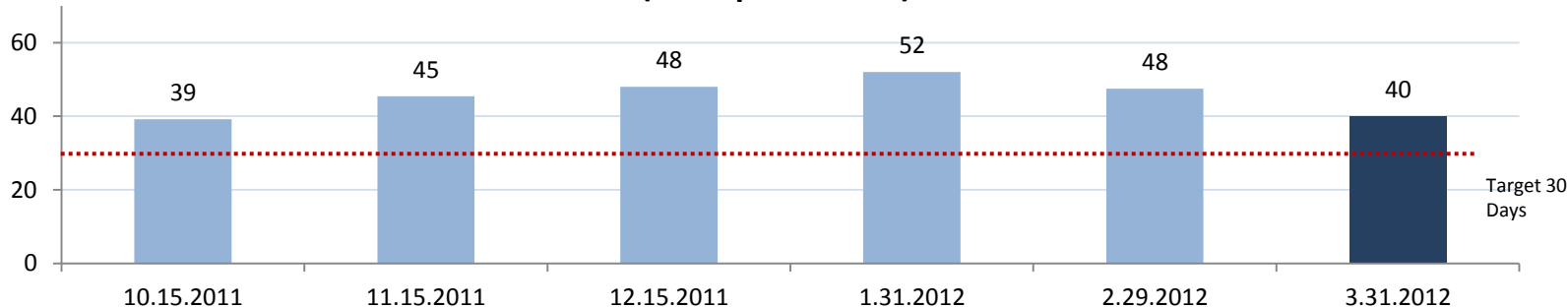
## The Percentage of General Fund (and agency) Payments in 30 Days or Less Increased to 56% in the Current Period

Percentage of Payments in Days From Invoice Date to Payment for General Fund (or Agency) Expenditures for Periods Ending 10.15.2011 - 3.31.2012 (in %)

Sample 286 selections 95% confidence level +/-5



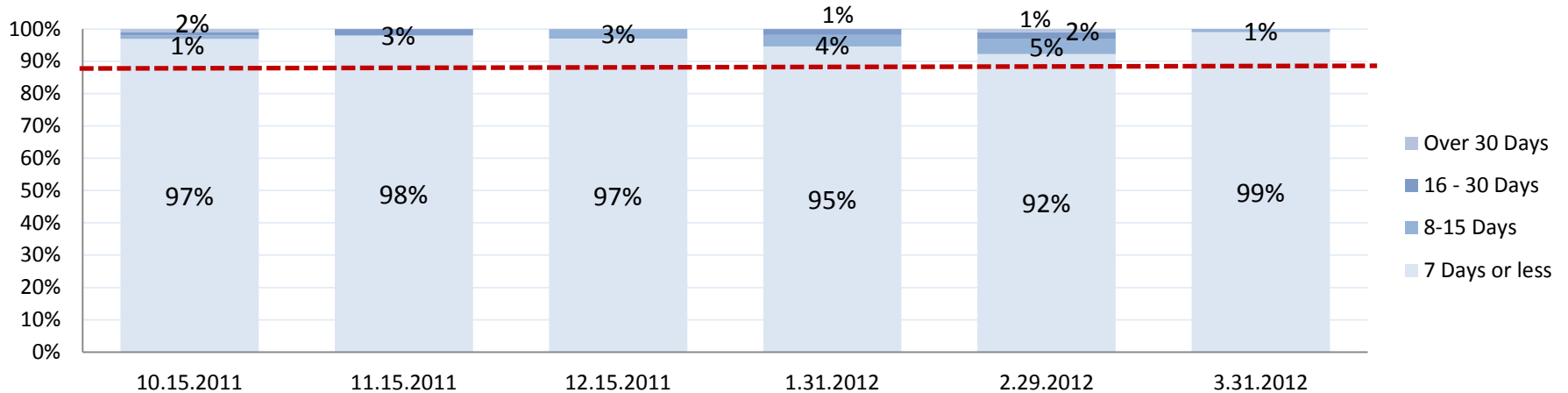
Average Number of Days to Pay Invoices From Invoice Date (GF Expenditures)



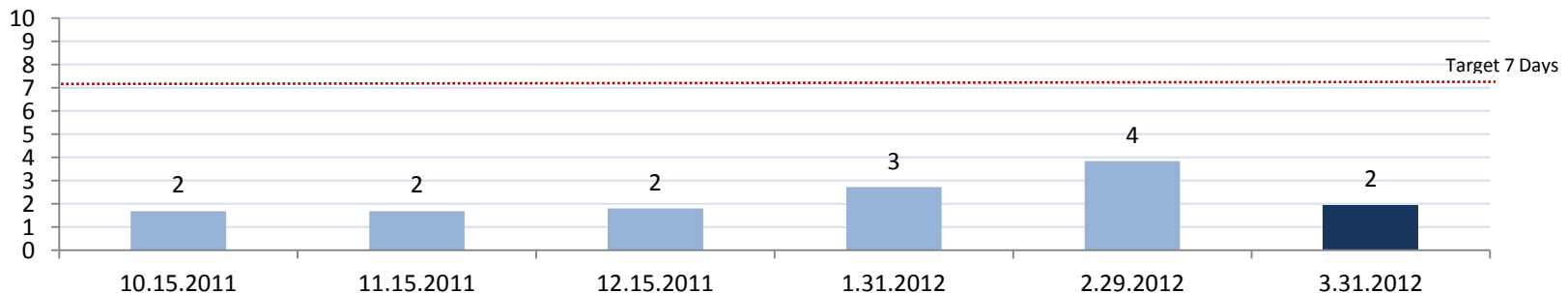
# The Percentage of Capital and Grant Payments Processed in 7 Days or Less Remains Over the 90% Target

**Working Days to Process Capital Expenditures and Grants Check Payments by A/P Office for Periods Ending 10.15.2011 - 3.31.2012(in %)**

Sample 100 selections 90% confidence level +-10



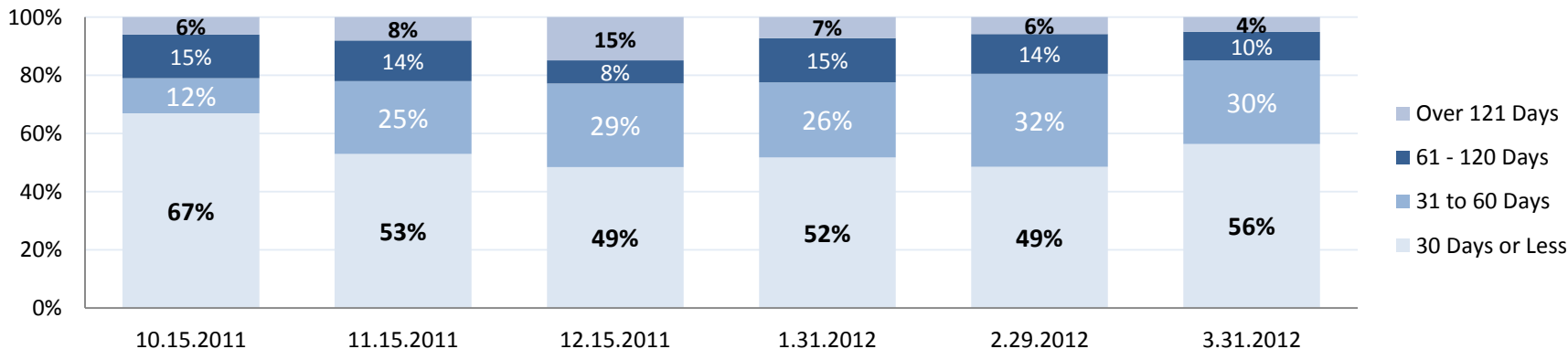
**Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)**



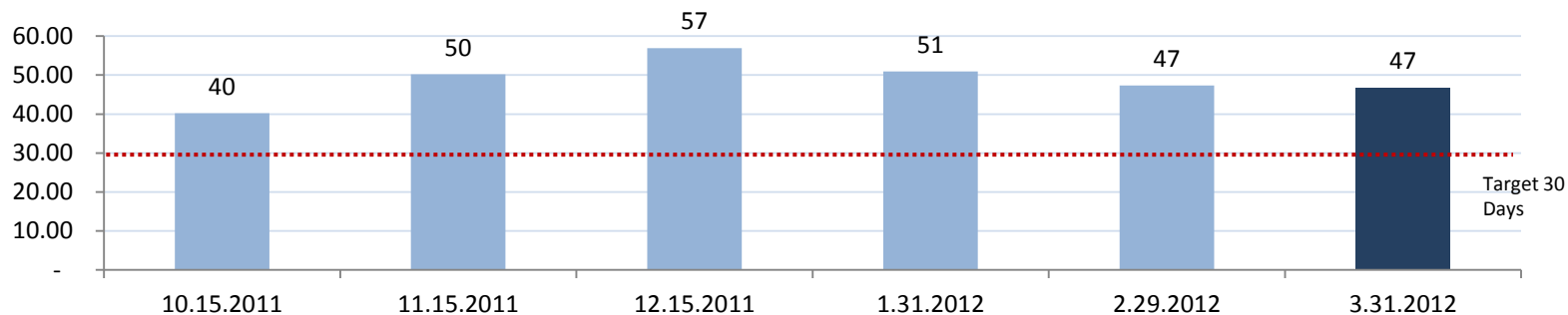
# The Percentage of Capital and Grant Payments Made in 30 days or Less from Invoice Date Increased to 56%, from 49% in the Prior Period

**Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 10.15.2011 - 3.31.2012(in %)**

Sample 100 selections 90% confidence level +-10



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



## Sample Results Payments Vouched Period 3.1.2012 – 3.31.2012

Sample 270 Selections 95% Confidence level +-5

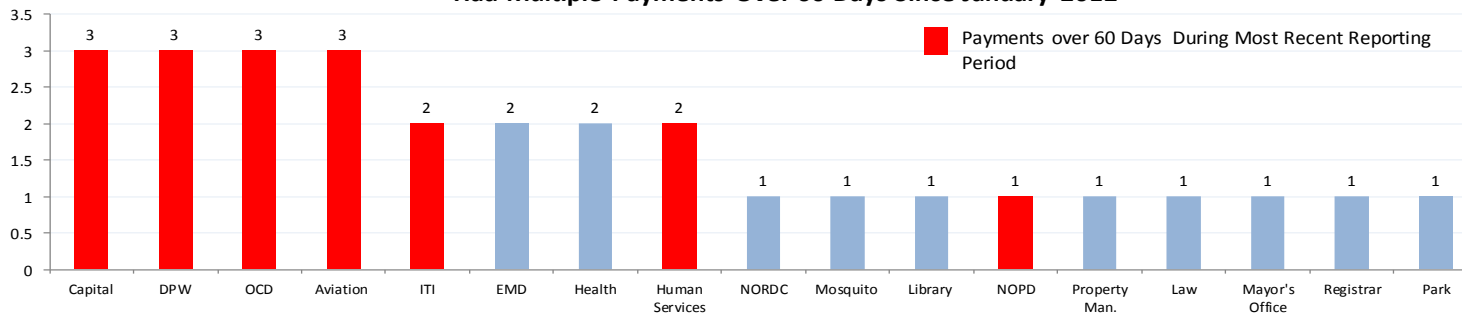
General Fund & Agencies Department	Over 60 Days		Grand Total	(**) % Dep. Late
	No	Yes		
Aviation	34	9	43	21%
NOPD	20	6	26	23%
Mosquito	11	3	14	21%
Parks and Parkways	11	3	14	21%
DPW	10	1	11	9%
ITI	9	3	12	25%
Other Departments	156	10	166	6%
<b>Grand Total</b>	<b>251</b>	<b>35</b>	<b>286</b>	<b>12%</b>

Sample 100 Selections 90% Confidence level +-10

Capital & Grants Department	Over 60 Days		Grand Total	(**) % Dep. Late
	No	Yes		
Capital	19	2	21	10%
DPW	8	3	11	27%
Health	16		16	0%
OCD	19	4	23	17%
Other Departments	25	5	30	17%
<b>Grand Total</b>	<b>87</b>	<b>14</b>	<b>100</b>	<b>14%</b>

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

# of Reporting Periods Departments/Agencies  
Had Multiple Payments Over 60 Days Since January 2012



(\*)Through a sample selection of approximately 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 challenges preventing invoices from being paid in a timely fashion.



## A Number of CDBG Invoices Remain Unpaid Because the City is Awaiting the State to Process

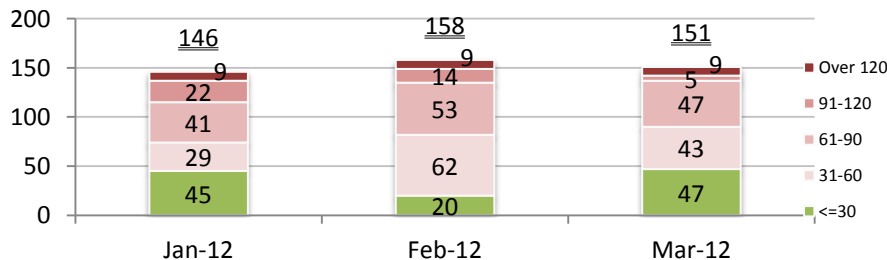
Processing Stage	Age					Grand Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Send to Owning Department	1				5	6
Owning Department to Approve	0				1	1
Owning Department to Send to Accounting	4					4
Accounting to Approve	3					3
State DRU to Send to State Finance	4	6				10
State Finance to Pay City	33	33	38	5		109
Payment to Hit City's Bank		1	6			7
City to Cut Check	2	3	3		3	11
<b>Grand Total</b>	<b>47</b>	<b>43</b>	<b>47</b>	<b>5</b>	<b>9</b>	<b>151</b>

Over 60 days

Over 30 days

Reasons for Delay	<=30	31-60	61-90	91-120	Over 120
Dispute with the vendor					4
Misplaced / Not Processed Timely With the State		28	17	5	
Contract being processed					5
Other			4		
<b>Paid as of 4.11.2012</b>		<b>15</b>	<b>26</b>		
		<b>43</b>	<b>47</b>	<b>5</b>	<b>9</b>

OCD Aging of Invoices in the Pipeline by Period



# 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

Processing Stage	Age					Grand Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve	3				24	27
Department to Create Receiver	10	3	5		2	20
Finance to Cut Check	1					1
Finance to Release Check	4			1		5
<b>Grand Total</b>	<b>18</b>	<b>3</b>	<b>5</b>	<b>1</b>	<b>26</b>	<b>53</b>

Over 60 days

Over 30 days

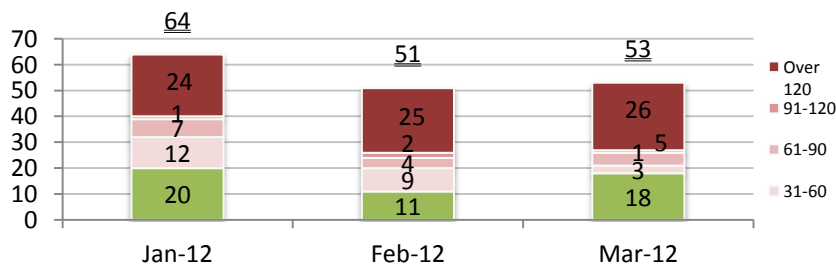
Reasons for Delay					
Dispute with the vendor					
Goods received at a later date / Services were not rendered					
Invoice was misplaced / not processed timely					
Contract being processed		1	2		21
Other*		1	1	1	5
Paid		1	2		

\*5 Invoices Over 120 Days - contract executed 4/3, vendor name change being processed in AFIN and waiting for revised invoices from vendor (vendor contacted 4/5)

\*1 invoice from 91-120 days - check cut 1/24, waiting for reimbursement from State before check can be released. PM working with State to resolve (additional back-up documentation requested., etc)

\*1 invoice from 61-90 days and 1 invoice from 31-60 days - pending SWB reimbursement

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



Information obtained from Quickbase (DPW Department) 4.1.2012 – 4.11.2012

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

Processing Stage	Age					Grand Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve	10					10
Fiscal to Receive Invoice			1	1	7	9
Department to Create Receiver			2	1	7	10
State to Send to Hancock					9	9
<b>Grand Total</b>	<b>10</b>		<b>3</b>	<b>2</b>	<b>23</b>	<b>38</b>

Over 60 days

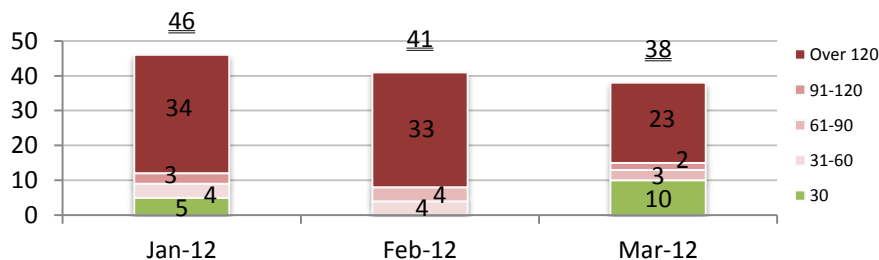
Over 30 days

Reasons for Delay	<=30	31-60	61-90	91-120	Over 120
Dispute with the vendor					
Goods received at a later date / Services were not rendered					
Invoice was missplaced / not processed timely					
Contract being processed			3	1	8
Other**				1	6
Paid					9

**Note:** 29 Invoices for the same vendor are in dispute. Working with Legal to resolve. These have been excluded from the table above.

\*\*7 "Other" Invoices - Drainage Point Repair are being processed (plan change approved 4/3)

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



Information obtained from Quickbase (DPW Department) 4.1.2012 – 4.11.2012

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

Processing Stage	Age					Grand Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver		1		1		2
Department to Deliver to Finance	1		1			2
Finance to Receive from Department	1					1
Finance to Cut Check	11	5	1	1		18
Finance to Release Check		1	1			2
<b>Grand Total</b>	<b>13</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>25</b>

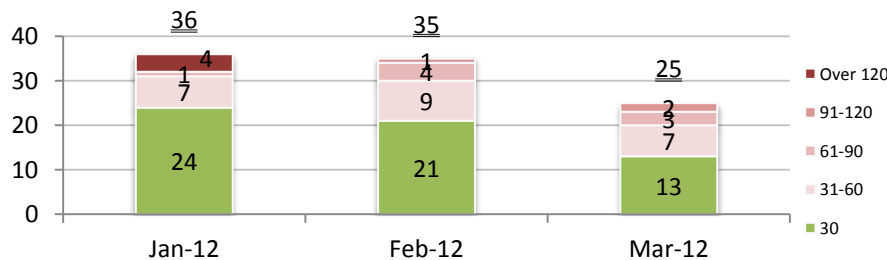
  

Reasons for Delay					
Dispute with the vendor		1			
Goods received at a later date / Services were not rendered					
Invoice was misplaced / not processed timely					
Contract being processed				1	
Other		1	2	1	
Paid by 4.11.2012		5	1		

Over 60 days

Over 30 days

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



Information obtained from Quickbase (DPW Department) 4.1.2012 – 4.11.2012

# 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

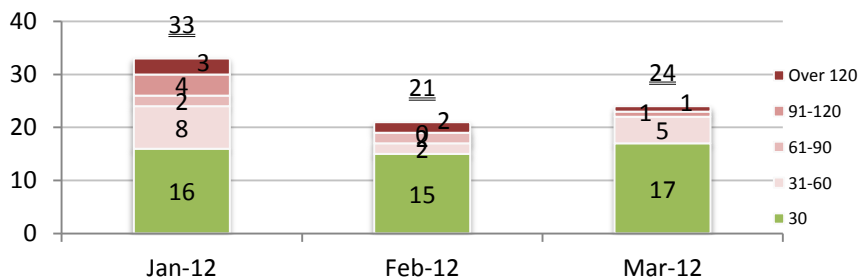
Processing Stage	Age					Grand Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve		1				1
Department to Create Receiver	2					2
Finance to Receive from Department					1	1
State to Send to Hancock	15	4		1		20
<b>Grand Total</b>	<b>17</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>24</b>

Over 60 days

Over 30 days

Reasons for Delay	<=30	31-60	61-90	91-120	Over 120
Dispute with the vendor					1
Goods received at a later date / Services were not rendered					
Invoice was misplaced / not processed timely					
Contract being processed					
Other		3		1	
Paid by 4.11.2012		2			

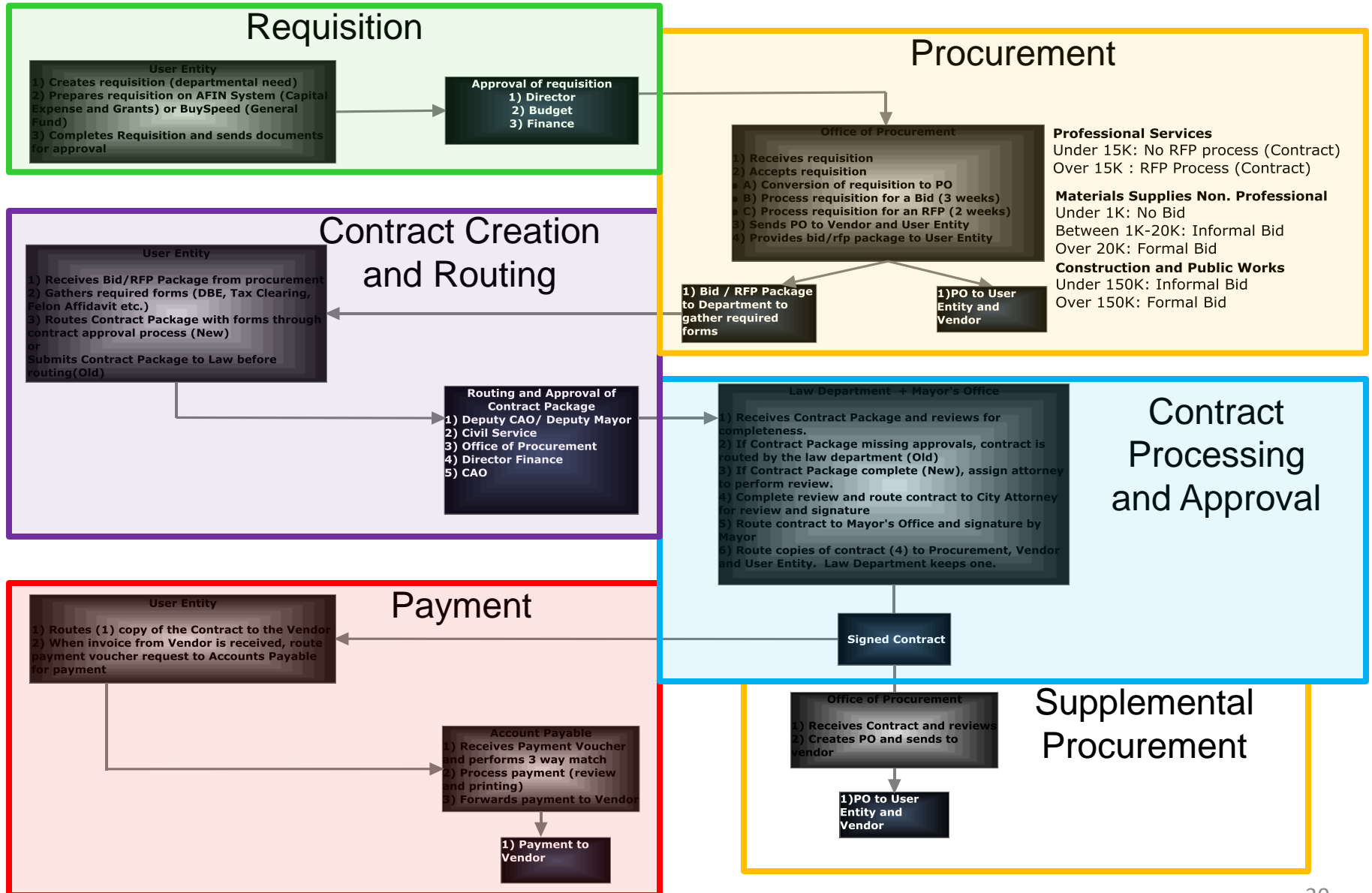
**Capital Revolver: Aging of Invoices in the Pipeline by Period**



Information obtained from Quickbase (Capital Projects Department ) 4.1.2012 – 4.11.2012

# Procurement Process Map/City of New Orleans

\* Note map is not all inclusive. It provides guidance of the general process



## 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?