



CITY OF NEW ORLEANS

ReqtoCheckSTAT

Reporting Period: November 15 – December 15

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.

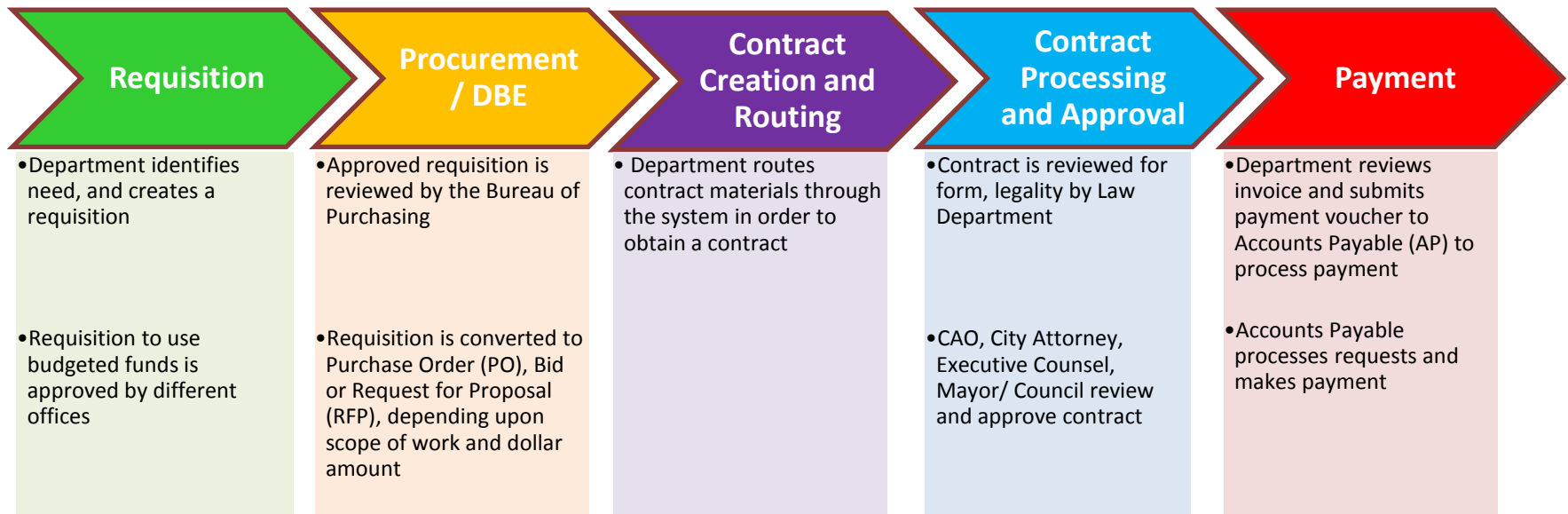
What is ReqtoCheckStat?

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.

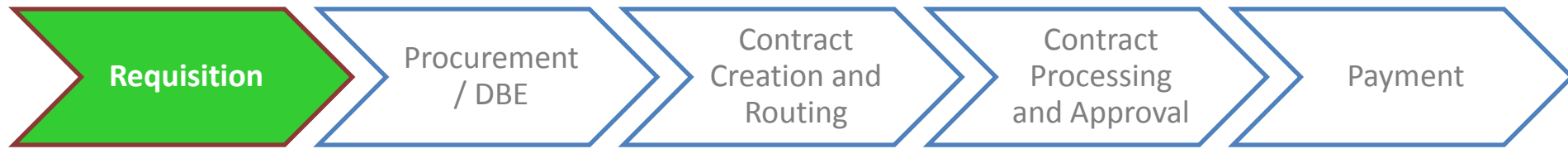
Can I participate?

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*



*See a more detailed process map on slide 33

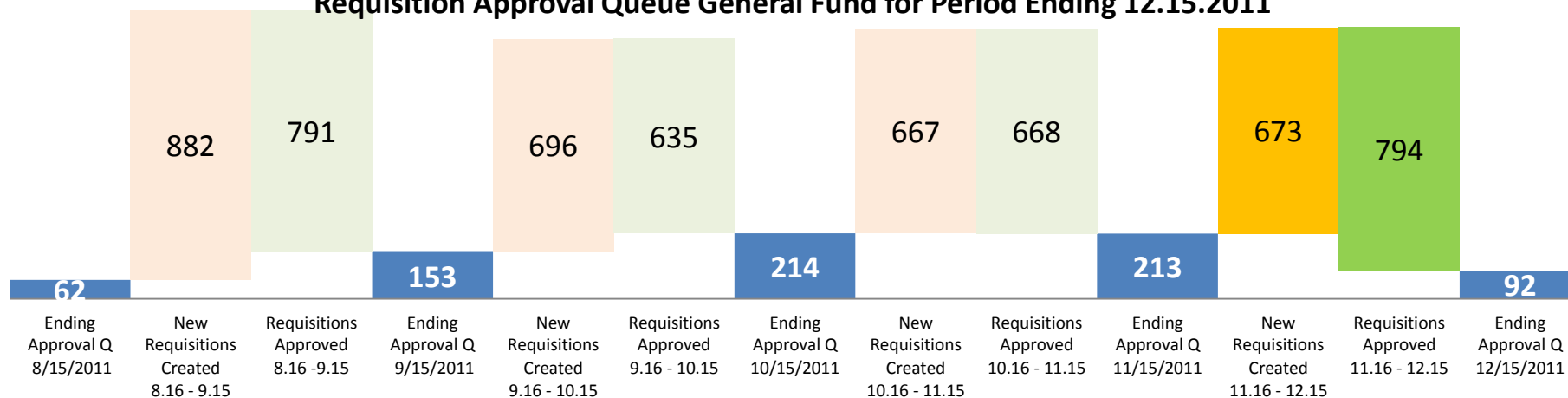


Requisition Approval

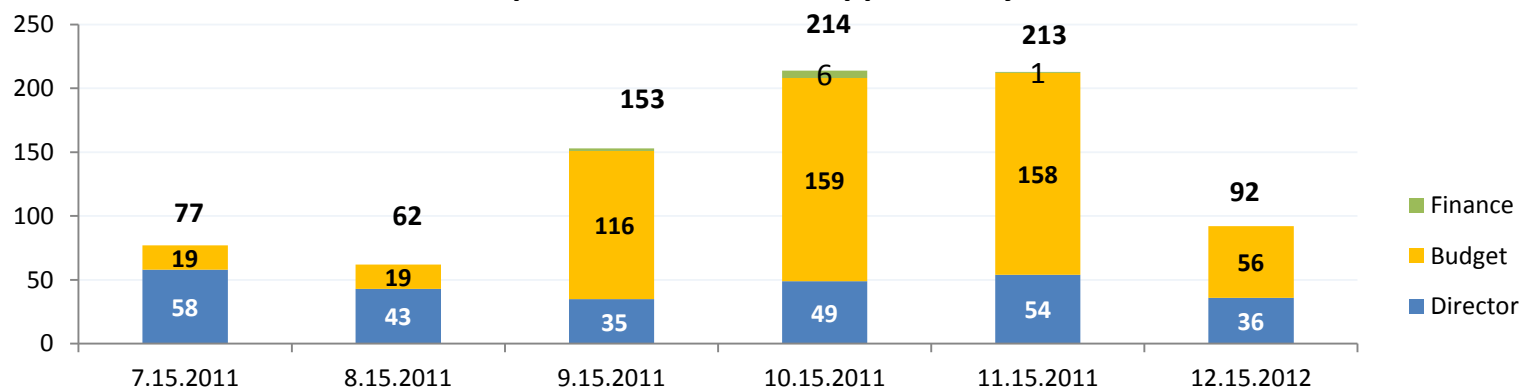
- Approval Time of Requisitions
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level

Approval queue for requisitions remains practically unchanged from the prior period

Requisition Approval Queue General Fund for Period Ending 12.15.2011



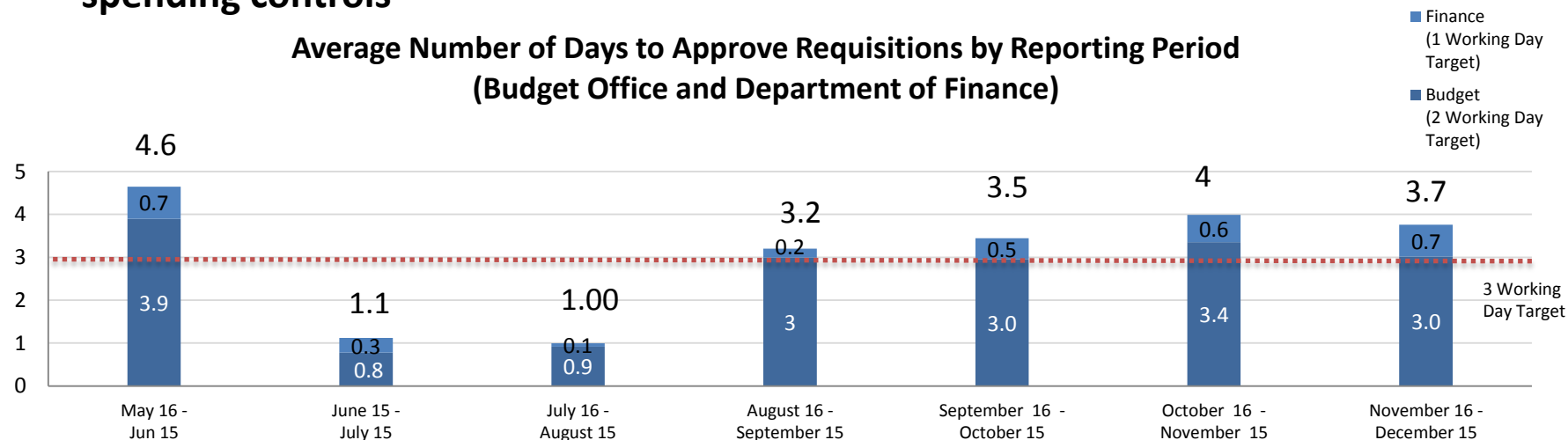
Requisitions in Q to be Approved by Period



Source : Obtained from BuySpeed System and evaluated by the Office of Performance and Accountability 12.15.2011

Delay is driven by longer approval times by the Budget Office due to city wide spending controls

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



Budget					
Approval Distribution by Period					
Days to Approve	8.15.2011	9.15.2011	10.15.2012	11.15.2011	12.15.2012
2 or less	91%	72%	68%	69%	61%
3 Days	5%	2%	5%	4%	6%
4-5 Days	4%	8%	10%	8%	12%
6-10 Days	0%	12%	12%	7%	17%
11-15 Days	0%	5%	3%	7%	4%
Over 15 Days	0%	1%	2%	5%	0%

Finance					
Approval Distribution by Period					
Days to Approve	8.15.2011	9.15.2011	10.15.2012	11.15.2011	12.15.2012
1 or less	100%	100%	100%	99%	99%
2 Days	0%	0%	0%	1%	0%
3-5 Days	0%	0%	0%	0%	1%
6-10 Days	0%	0%	0%	0%	0%
11-15 Days	0%	0%	0%	0%	0%
Over 15 Days	0%	0%	0%	0%	0%

Source : Obtained from BuySpeed System and evaluated by the Office of Performance and Accountability 12.15.2011

Requisition

**Procurement
/ DBE**

Contract
Creation and
Routing

Contract
Processing
and Approval

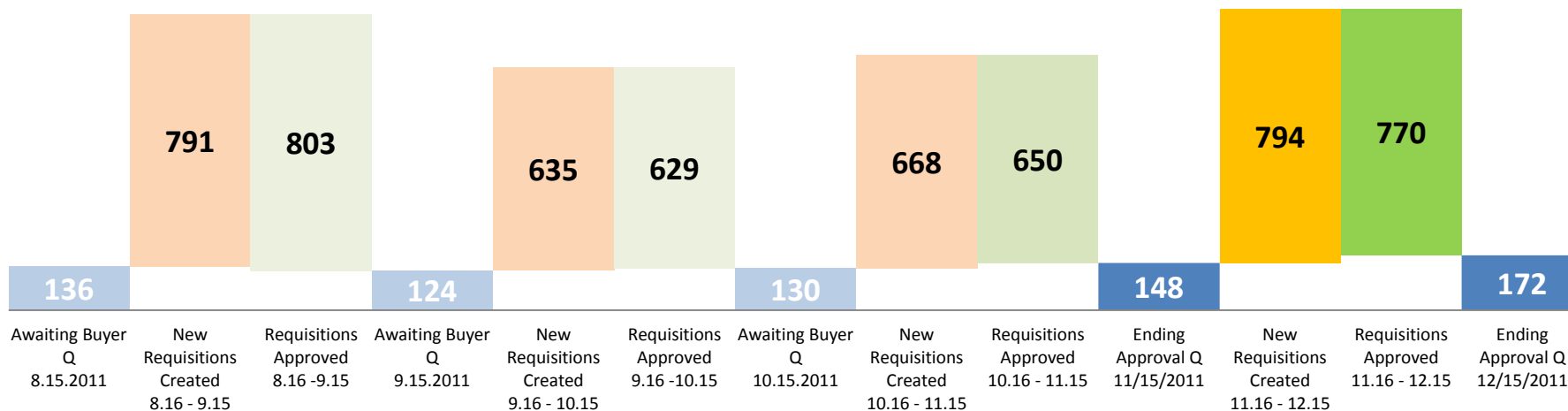
Payment

Requisition to Procurement

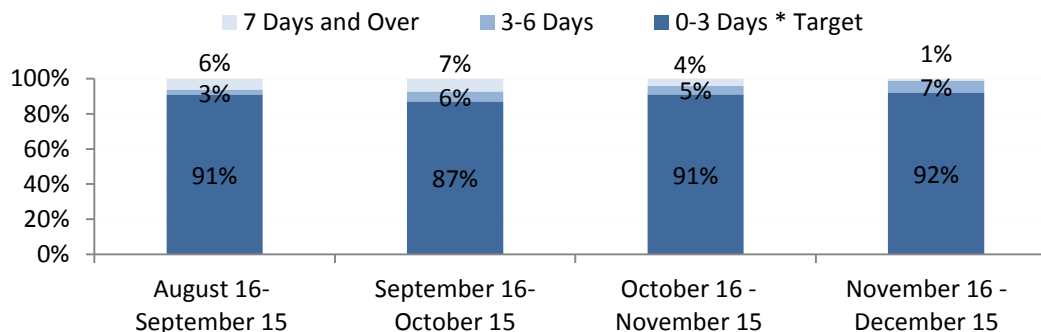
- Processing of Requisition by Bureau of Purchasing
- Status of Requisitions Awaiting Buyer Response
- Time to Convert Requisition to PO
- Status of Requests for Proposals
- Status of Bids
- DBE Compliance (Preliminary Data)

The number of requisitions in queue waiting to be processed by the Bureau of Purchasing increased by 24 despite the significant increase in volume

Requisition Awaiting Buyer Processing for Period Ending 12.15.2011

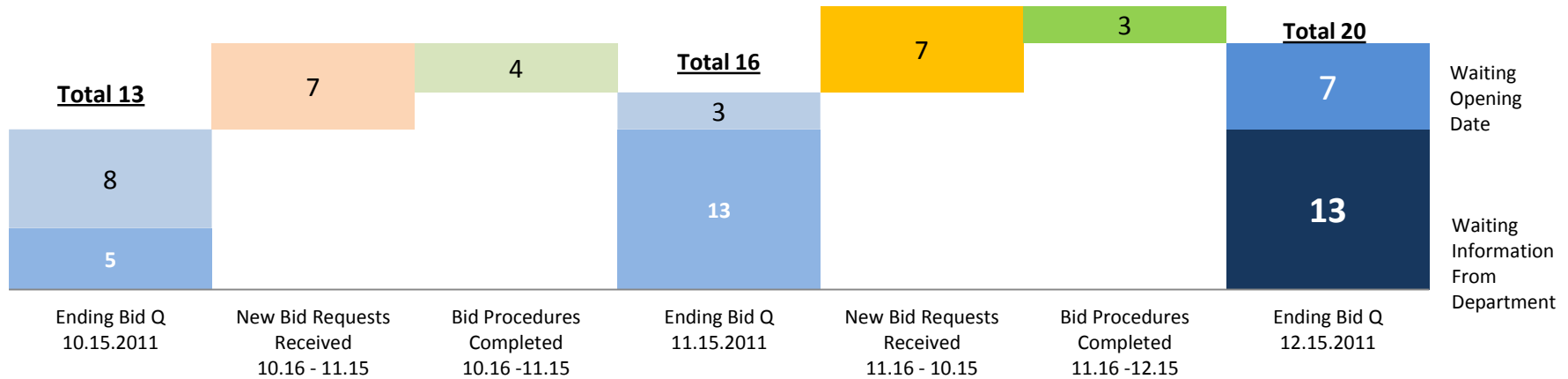


The Bureau of Purchasing converts requisitions to POs in four days of less 90% of the time (Average 550 POs per month)

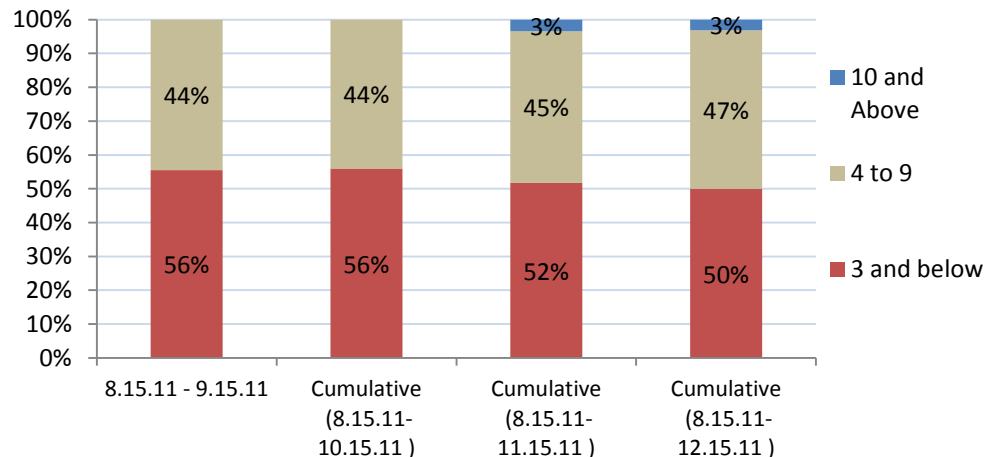


Status of Reqs Awaiting Buyer Processing	
12.15.2011	
Status	Count
Completed 1/4/2012	110
Contract Being Processed	39
In Process Bureau of Purchasing	18
Waiting for Support	5
Grand Total	172

The number of Bids in process increased from 16 to 20 as of 12.15.2011



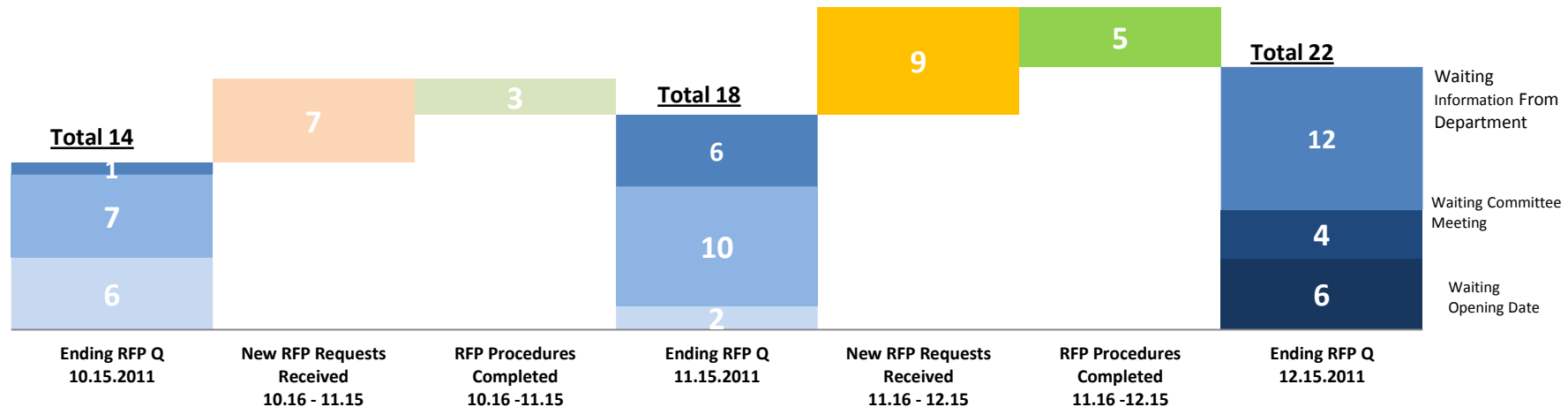
Number of Proposals Received for Bids completed (8.15.2011 - 12..15.2011)



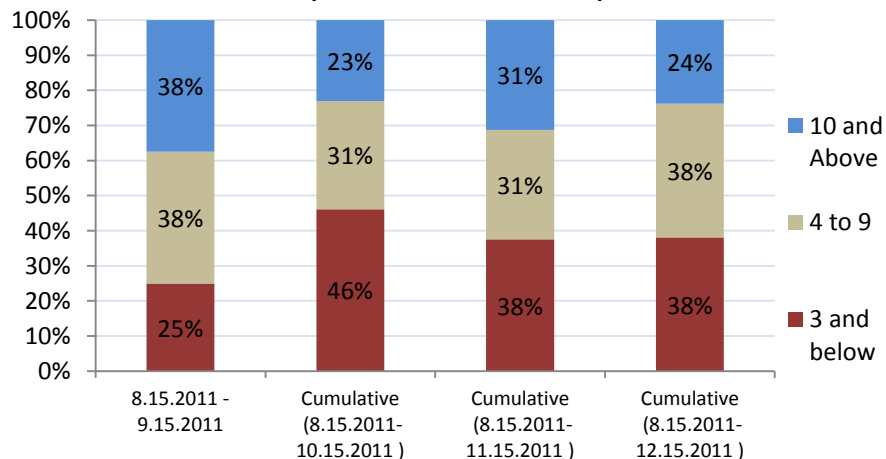
Source : Bureau of Purchasing 12.20.2011

12.15.2011	
Waiting on Support / Response from Departments	
Aviation Board	Fire Alarm
Aviation Board	Airport Waste Removal
Aviation Board	High Speed Runway Sweeper Vehicle
Aviation Board	High Pleasure Water Paint
Capital Projects	NOFD Engine 10
Capital Projects	Joe Brown Center
Fire	Spectrophotometer
EMD	CBRN Vehicle
NOPD	Robot
NOPD	Light Towers
DPW	Asphalt Pavement Services
DPW	Concrete Pavement
DPW	Press Drive

The number of RFPS in process increased to 22 as 12.15.2011



Number of Proposals Received for RFPs completed (8.15.2011 - 12.15.2011)



Source : Bureau of Purchasing 12.20.2011

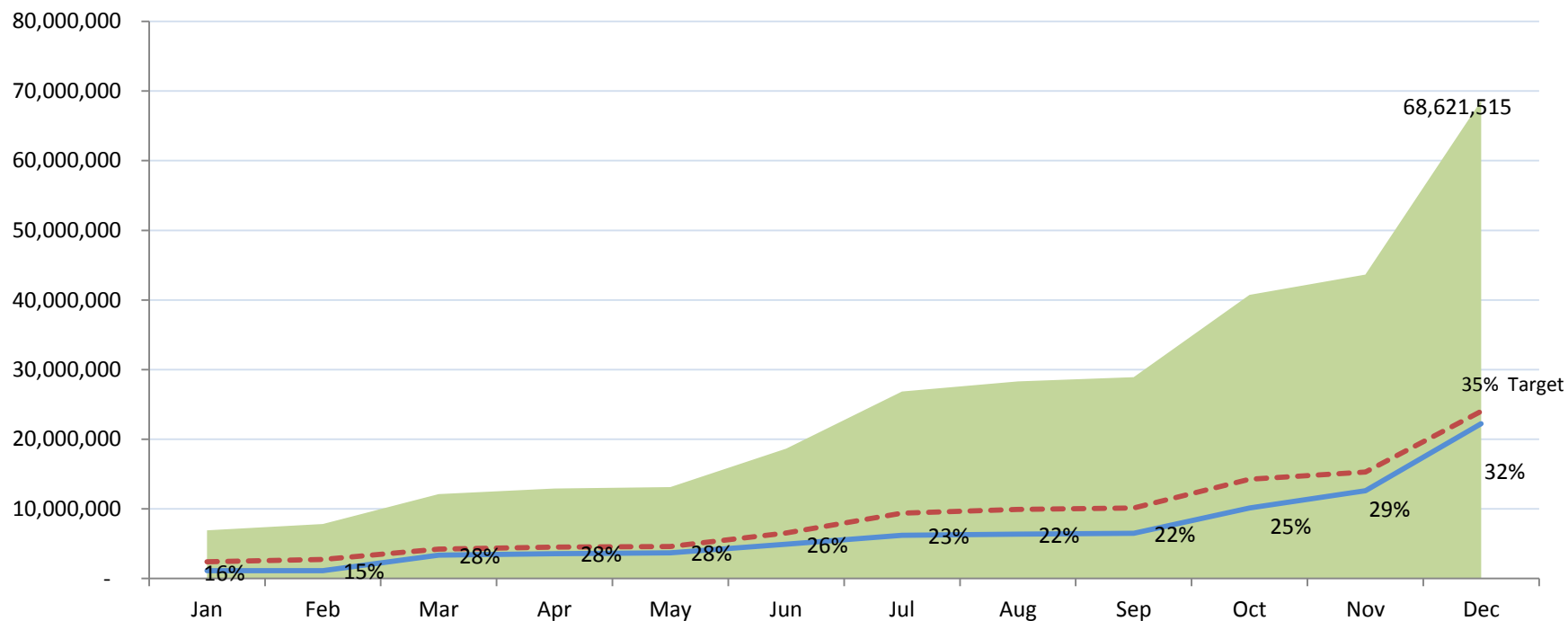
Awaiting Committee Meeting		
Department	RFP Opened	Description
Economic Development	10/31/2011	New Orleans East Redevelopment Opportunity
Economic Development	11/4/2011	Economic Development Fund (EDF) Administrative Services
EMD	6/10/2011	Fleet Management: On Hold
Aviation	9/16/2011	Financial Consulting Services

Waiting For Department Specifications or Support	
Department	Description
Finance	Healthcare Revenue Maximizing Services
Finance	Collection of Sanitation Fees
Aviation Board	Property Land Use
Aviation Board	Environmental Study
Aviation Board	Design Services for Long Term Airport Development
Aviation Board	Terminal Mgmt Financial Feasibility
Aviation Board	Project Management Services for Long Term Airport Development
DPW	Curbside Management Enforcement
DPW	BRAC Community Based Usage
ITI	Payroll, Time & Attendance, and Human Resource Hosted Software Services
Economic Development	Online Auction Services - New Orleans East Redevelopment
Law Department	Assorted Professional Legal Services

The cumulative percentage of DBE award value continues to climb, but is slightly shy of the 35% goal

(Preliminary Data)

DBE Award for Bids and RFP opened in 2011. Cumulative DBE Percentage by Period Per Estimated Contract Value



Note: Information herein is preliminary. The Office of Supplier Diversity is currently working on finish gathering this data.

Source : Office of Supplier Diversity 1/17/2012



Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

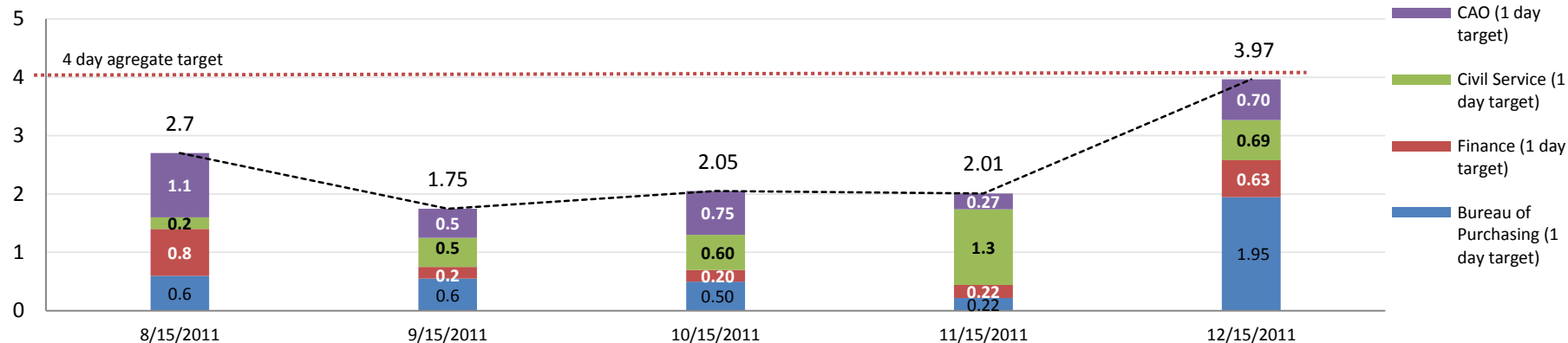
Payment

Contract Package Routing

- Average Contract Routing Time

Average time to approve contracts being routed almost doubled from the previous period. Still, average time remains below target

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



CAO Distribution Approval					
Days to Approve	8.15.2011	9.15.2011	10.15.2011	11.15.2011	12.15.2012
0-1 Days	83%	91%	79%	94%	88%
2- 3 Days	7%	7%	15%	6%	2%
4-7 Days	8%	0%	6%	0%	10%
Over 8 Days	2%	2%	0%	0%	0%

Civil Service Distribution Approval					
Days to Approve	8.15.2011	9.15.2011	10.15.2011	11.15.2012	12.15.2011
0-1 Days	93%	89%	97%	73%	83%
2- 3 Days	7%	10%	3%	26%	17%
4-7 Days	0%	1%	0%	1%	0%
Over 8 Days	0%	0%	0%	0%	0%

Finance Distribution Approval					
Days to Approve	8.15.2011	9.15.2011	10.15.2011	11.15.2011	12.15.2012
0-1 Days	90%	95%	100%	98%	98%
2- 3 Days	8%	4%	0%	2%	2%
4-7 Days	2%	1%	0%	0%	0%
Over 8 Days	0%	0%	0%	0%	0%

Bureau of Purchasing Distribution Approval					
Days to Approve	8.15.2011	9.15.2011	10.15.2011	11.15.2012	12.15.2011
0-1 Days	93%	86%	94%	96%	69%
2- 3 Days	5%	13%	5%	4%	9%
4-7 Days	2%	1%	1%	0%	17%
Over 8 Days	0%	0%	0%	0%	5%

Source : ECMS 12.15.2011



Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

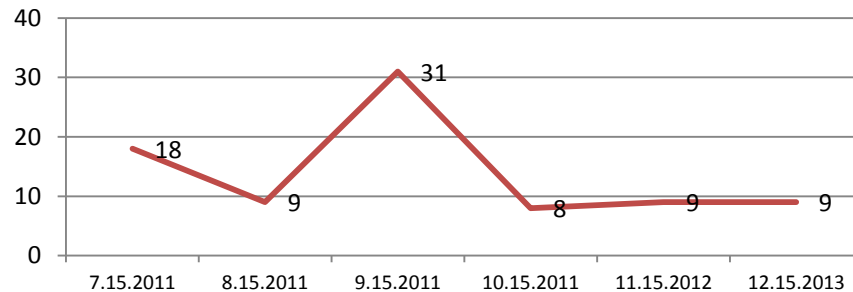
Payment

Contract Approval Process

- Contract Rejections
- Contract Processing and Approval

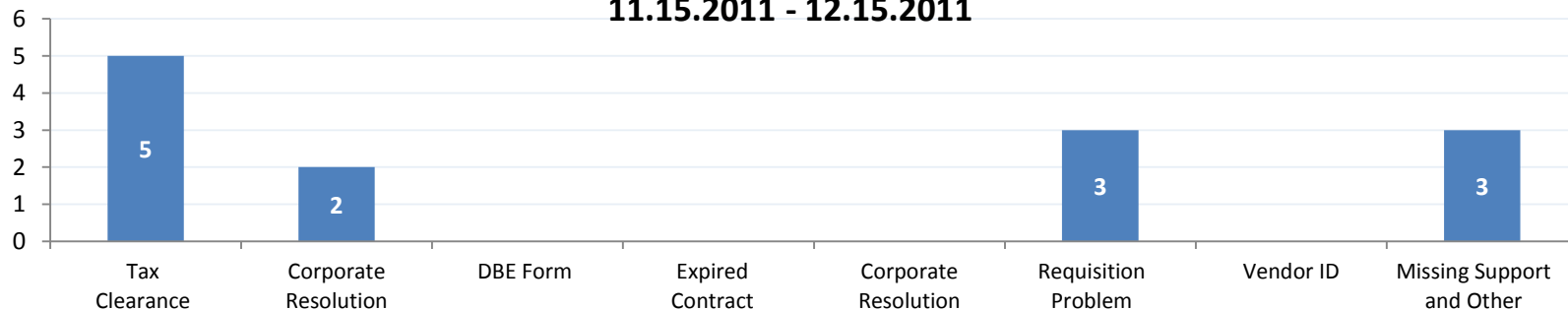
Number of contracts rejected/returned during the period remain under 10

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



12.15.2011	
Department	Total
Blight / Code Enforcement	2
Finance	3
Library	1
NORD	1
Property Management	1
Neighborhood Rev.	1
Grand Total	9

**Reasons for Contracts Returned or Rejected by Either Approval Level or Law Department
11.15.2011 - 12.15.2011**



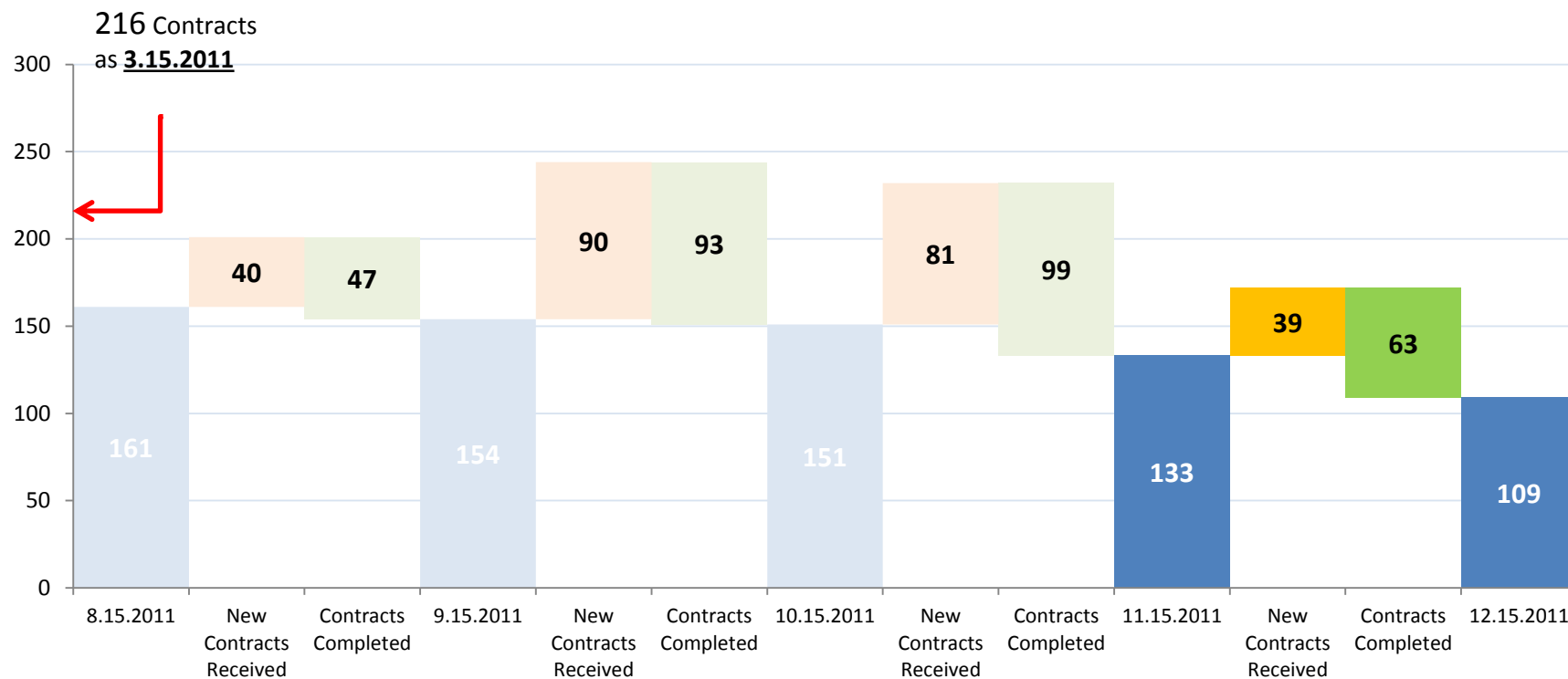
Note: 9 items were rejected during the period. However, the rejections were the result of multiple reasons.

Source : Law Department 12.15.2011 and ECMS System

Contracts: All Contracts in Process as of 12.15.2011

(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 12.15.2011 (in units)

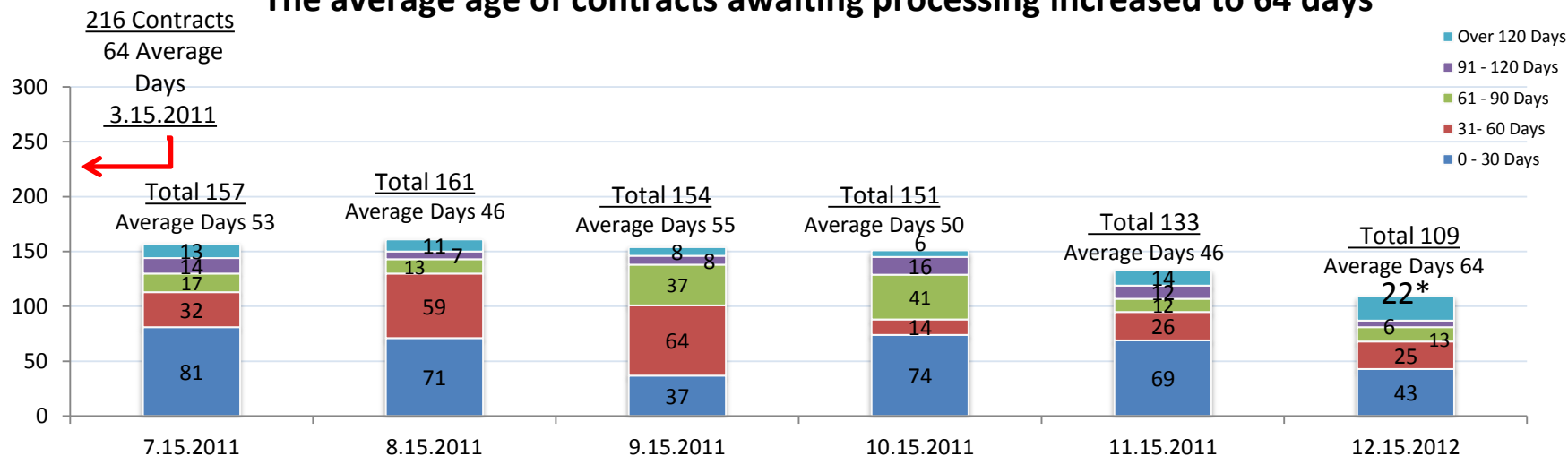


Source : Law Department 12.15.2011 and ECMS System

Contracts : All Contracts in Process as of 12.15.2011

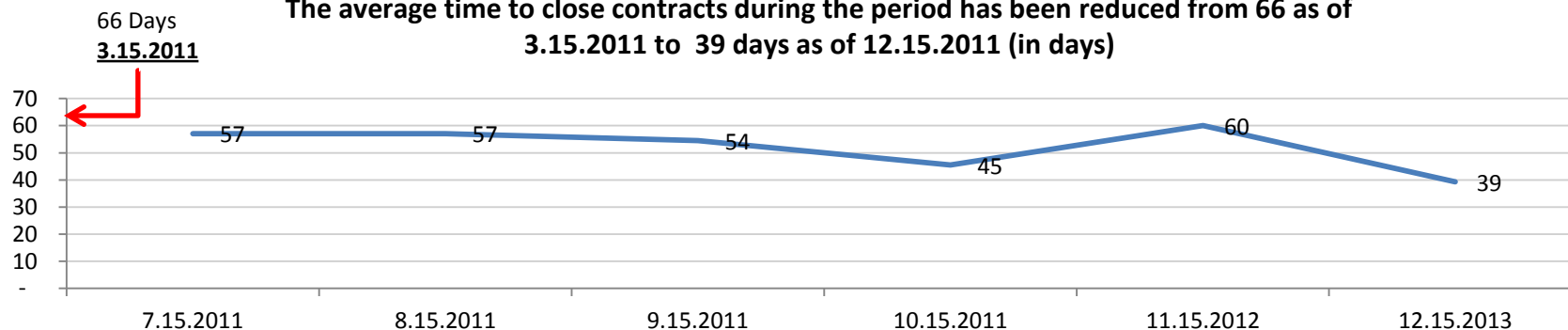
(Legal Review, CAO, City Attorney, Executive Counsel, Mayor/Council Approval)

The average age of contracts awaiting processing increased to 64 days



*2 of the 22 contracts in the over 120 category were submitted for processing before 4.12.2011

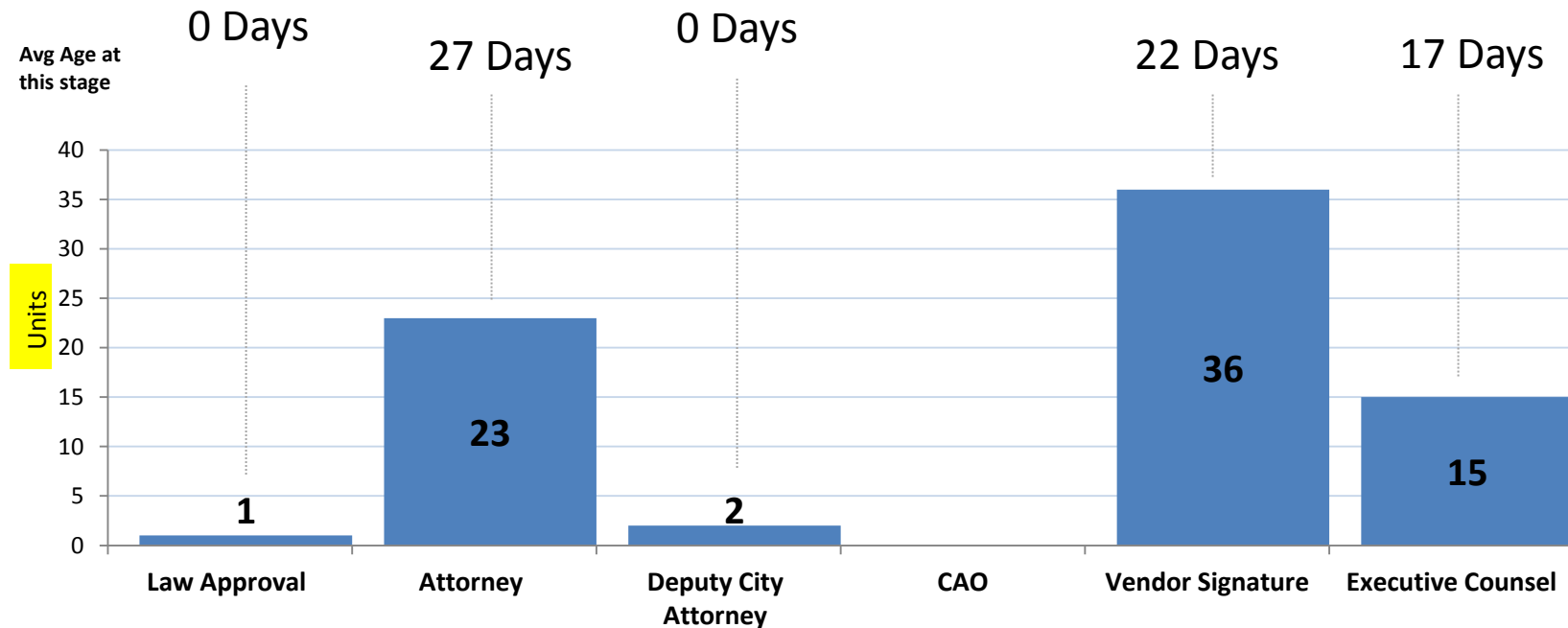
The average time to close contracts during the period has been reduced from 66 as of 3.15.2011 to 39 days as of 12.15.2011 (in days)



Source : Law Department 12.15.2011 and ECMS System

36 ECMS contracts are awaiting vendor signature as of 12.15.2011 and have been waiting an average of 22 days since they arrived to this stage

**Contracts in Queue and Average Age of Contracts
Since Arriving to Each Level as of 12.15.2011**

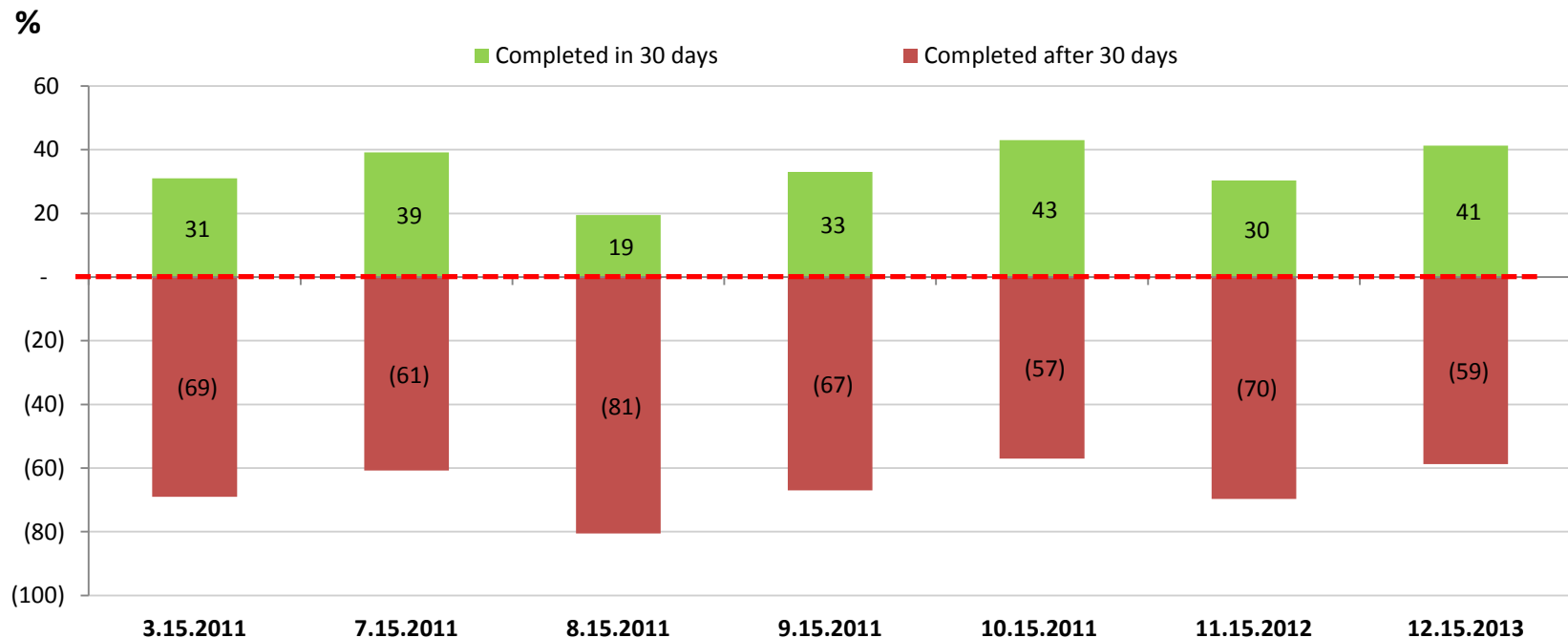


* Total of 77 herein only relates to contracts routed using ECMS (Electronic Routing System).

Contracts : All Contracts Closed between 11.16.2011 and 12.15.2011

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

41% of all contracts closed during the period were completed in 30 days or less, compared to 30% in the prior period



Source : Law Department 12.15.2011 and ECMS System

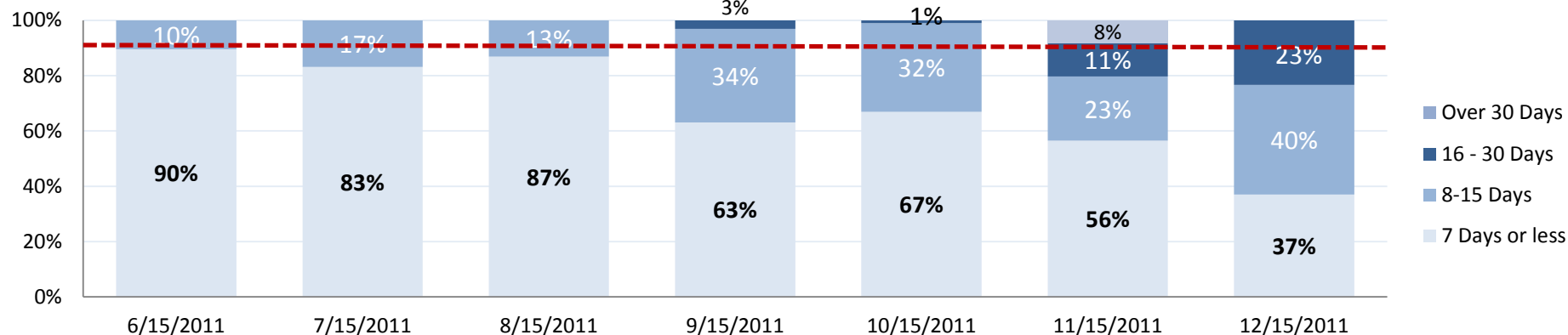
The check: Accounts payable

- 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

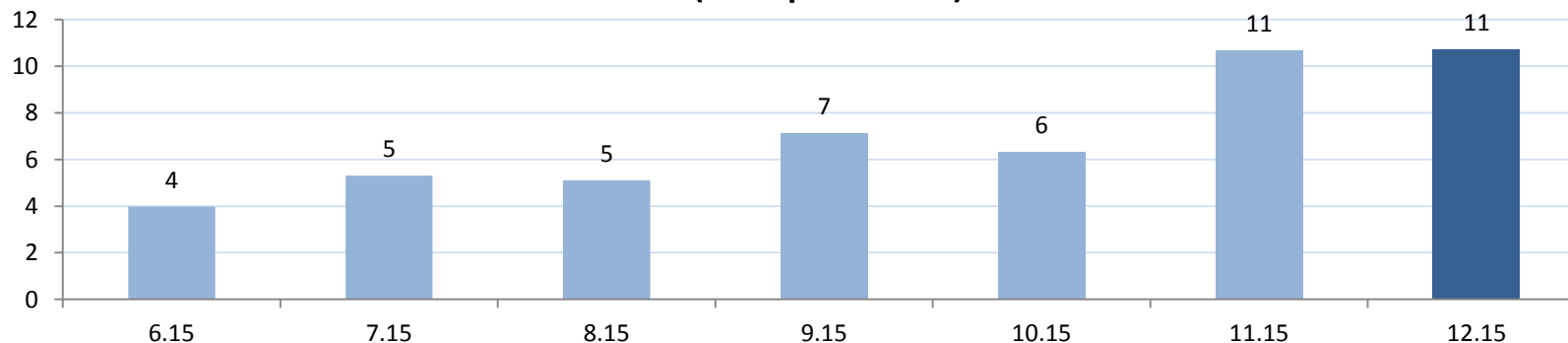
The percentage of General Fund (and agency) payments processed in 7 days or less decreased to 37%.

Working Days to Process General Funds and Agencies Check Payments by A/P Office for periods ending 6.15.2011 to 12.15.2011 (in %)

Sample 270 selections 95% confidence level +-5



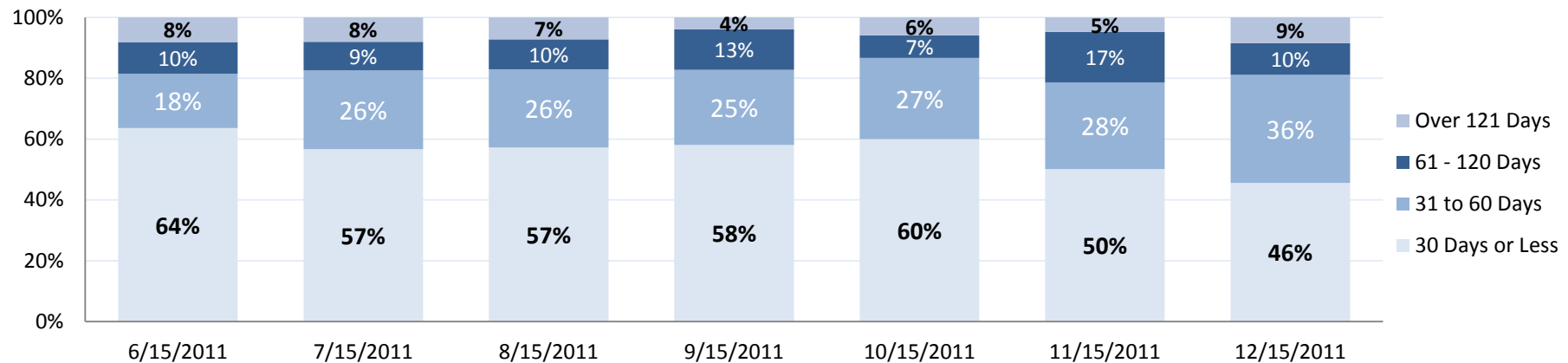
Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



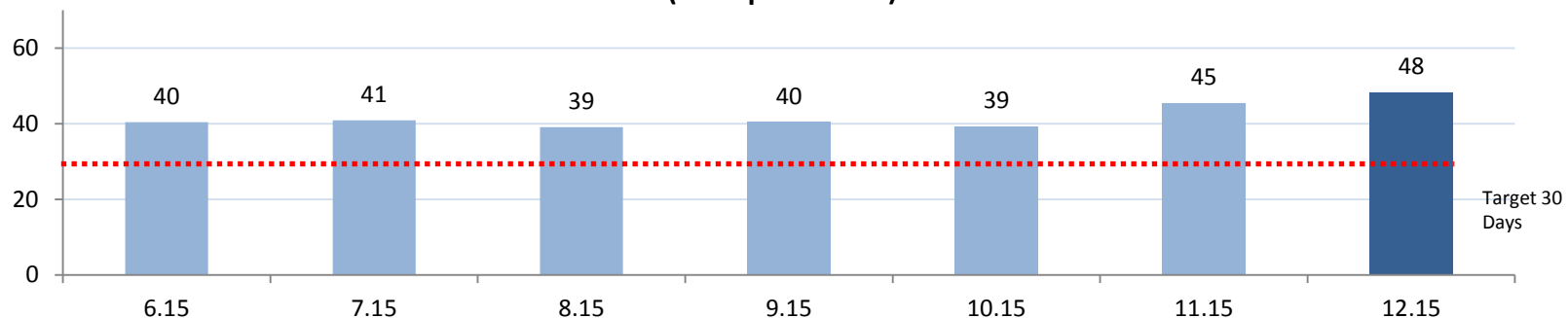
The percentage of General Fund (and agency) payments in 30 days or less decreased to 46% in the current period

Percentage of Payments in Days From Invoice Date to Payment for General Fund (or Agency) Expenditures for Periods Ending 6.15.2011 to 12.15.2011 (in %)

Sample 270 selections 95% confidence level +-5



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



General Fund and Agencies: Multiple reasons appear to be the cause of invoices being paid in more than 60 days from invoice date
(findings from sample (270) selection made during the current reporting period)

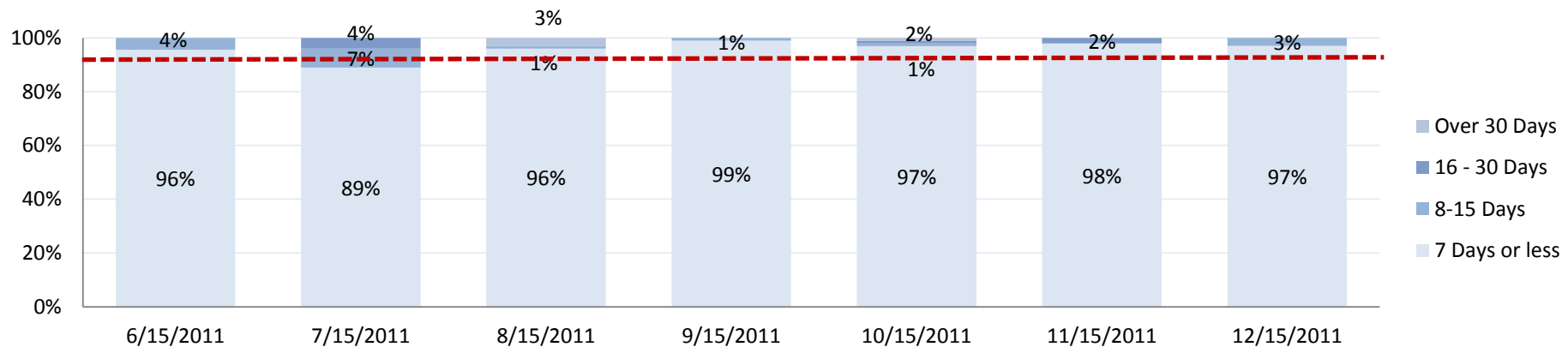
Over 60 days From Invoice Date Payments from Sample						
Department	Dispute with the vendor	Goods were received later / Services were not rendered / Invoice not received timely	Invoice was not processed timely / Invoice was misplaced	Contract was being processed	Other (Explain)	Total From Sample
Aviation	1		4			5
Library	1	1	1			3
NORDC		1	3			4
Safety and Permits		1	2		1(*)	4
Sanitation	1		4			5
Total	3	3	14	0	1	21

(*) Vendor did not received payment. A new check had to be issued.

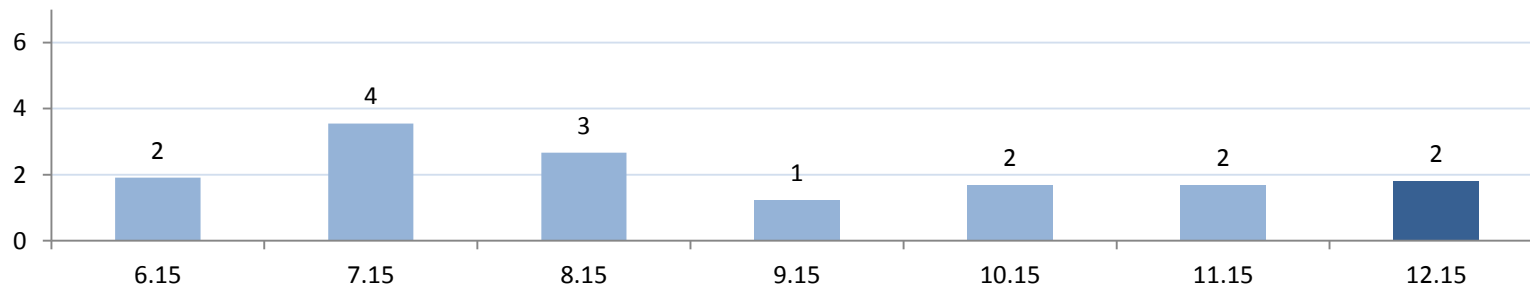
The percentage of capital and grant payments processed in 7 days or less remains at over 95%

Working Days to Process Capital Expenditures and Grants Check Payments by A/P Office for periods ending 6.15.2011 to 12.15.2011 (in %)

Sample 100 selections 90% confidence level ± 10



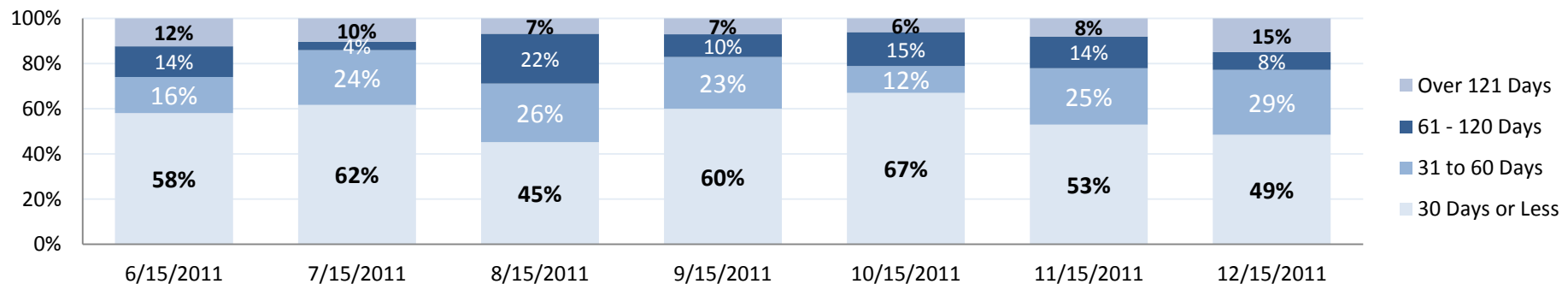
Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)



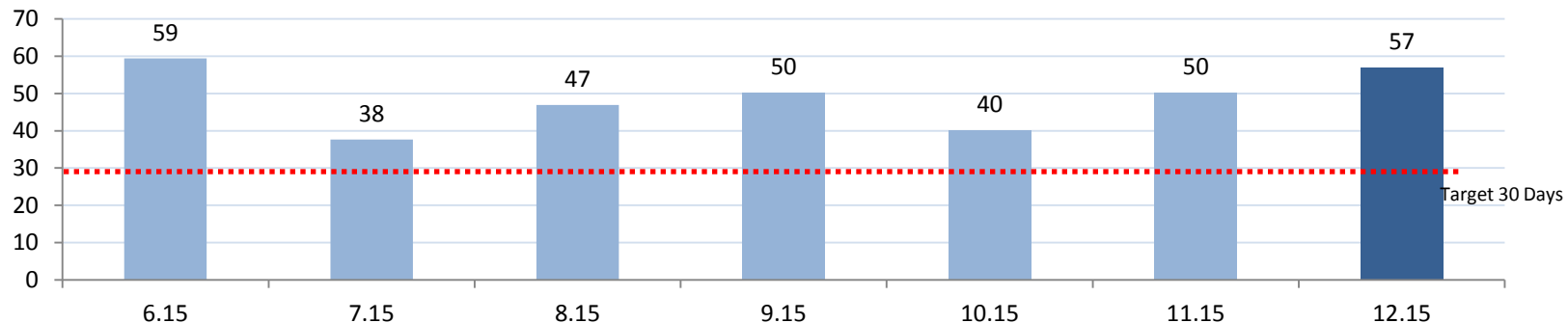
The Percentage of capital and grant payments made in 30 days or less from invoice date decreased to 49 % from 53% in the prior period

Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 6.15.2011 to 12.15.2011 (in %)

Sample 100 selections 90% confidence level +/-10



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



Capital and Grant Expenditures : Multiple reasons appear to be the cause of invoices being paid in more than 60 days from invoice date
(findings from sample (100) selection made during the current reporting period)

Department	Over 60 days From Invoice Date Payments from Sample					Total From Sample
	Dispute with the vendor	Goods were received later / Services were not rendered / Invoice not received timely	Invoice was not processed timely / Invoice was misplaced	Contract was being processed	Other (Explain)	
DPW				3	2 (**)	5
Health					2 (****)	2
Homeland Security					3 (***)	3
Mosquito		1	5		1 (*)	7
OCD		5	2			7
Total		6	7	3	8	24

(*) Mosquito cut from general budget and had to wait until access was reestablished

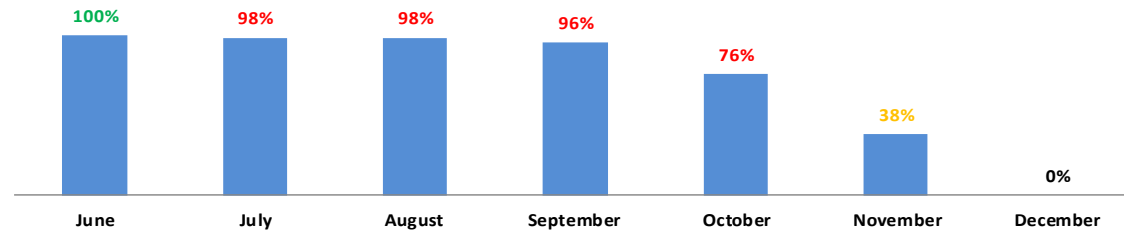
(**) CDBG disallowed expenditures included in invoice. Have to wait until problem was resolved

(***) Funding from GOHSEP not received which delayed the payments

(****) Vendor send invoice to the wrong location. Invoice exceeded requisition amount and a new PO had to be created to authorize payment

A number of old CDBG invoices remain unpaid because of contracts currently being processed

Invoices Paid as a % of Invoices Received per Month as of 12.15.2011
(invoices received during the month) Avg 84 invoices per Mon



Location of Invoices that Remain Outstanding								
Process	Before June	June	July	August	September	October	November	December
PM to Owning Department			1	1	3	1	1	
Owning Dep. Review and Approval	1					1		
Owning Dep. To Accounting	1			1				2
Approved by Accounting								1
Accounting to OCD Fiscal Unit								
OCD Fiscal to State Consultant								1
State Consultant to State DRU								
State DRU to State Finance						3	16	11
State Finance to City's Account						11	26	1
Payment Clears City Bank						3		1

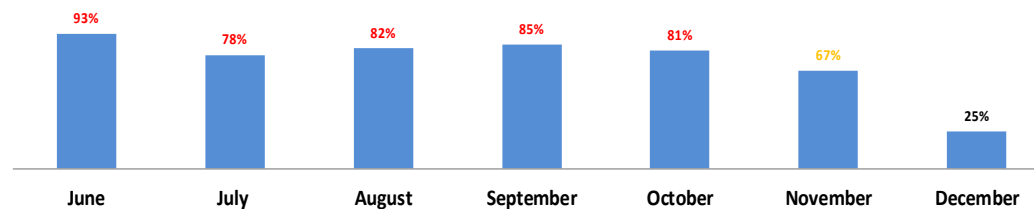
Over
60
days

Over
30
days

Reasons for Delay	Before June	June	July	August	September	October	November	December
Dispute with the vendor				1				
Invoice was misplaced/Not processed timely								
Waiting on Acct. to release funds						5	8	3
Contract/Amendment being processed	2		1	1	3	1	1	1
Awaiting Reimbursement from State						3	28	10
Paid						10	6	3

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

Invoices Paid as a % of Invoices Received per Month as of 12.15.2011
(invoices received during the month) Avg 20 invoices per Mon



Location of Invoices that Remain Outstanding								
Process	Before June	June	July	August	September	October	November	December
DPW to PM								
PM to Approve	9	1	2	3	2	1	2	1
PM Approval to DPW Fiscal	1							
DPW Fiscal to Create Receiver	2	1	2		1	3	5	3
Receiver Creation to Finance								
City to Cut Check							1	2
City Check to be Release								

Over 60 days

Over 30 days

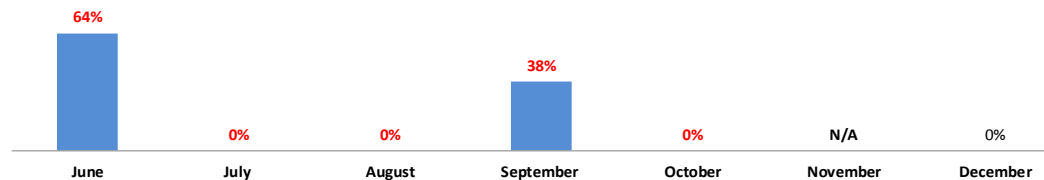
Reasons for Delay								
Dispute with the vendor								
Goods Received at a Later date later / Services were not rendered								
Invoice was misplaced / Not processed timely								
Contract being processed	12	2	4	3	2	1		
Other								
Plan Change Needed					1	2		
Paid						1		

* Does not include operational invoices

Information obtained from Quickbase (DPW Department) 12.15.2011

A significant number of DPW (revolver) invoices received over 60 days ago remain unpaid. Some of the problems relate to cost overruns surpassing FEMAS obligated amount

Invoices Paid as a % of Invoices Received per Month as of 12.15.2011
(invoices received during the month) Avg 11invoices per Mon



Location of Invoices that Remain Outstanding							
Process	Before June	June	July	August	September	October	November
DRC Receipt to Transmittal to DPW							1
Transmittal to DPW to Receipt in DPW							
Receipt in DPW to Project Manager							
PM to Approve							
PM to Approve to DPW Fiscal		3	3	12	5	3	
DPW Fiscal to Create Receiver	2	1					
Receiver Creation to DPW Approval							
DPW Approval to Finance							
Finance to Receive							
Finance to Send to State							
State to Send to Hancock Bank							
Hancock Bank to Send Check Copy							

Over
60 days

Over 30
days

Reasons for Delay							
Dispute with the vendor							
Goods Received at a Later date later / Services were not rendered							
Invoice was misplaced / Not processed timely							
Contract being processed		1					
Other*	2	3	3	12	5	3	
Paid							

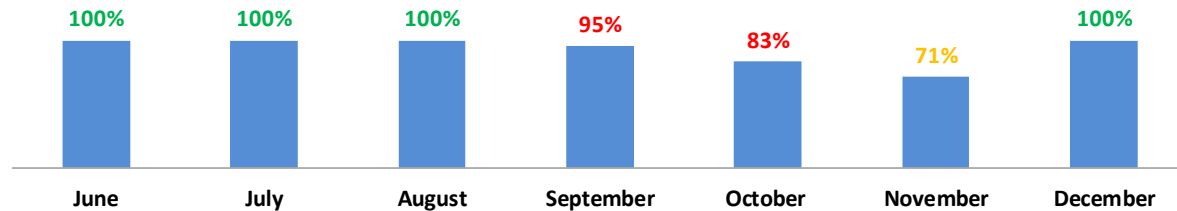
*Project cost overruns have surpassed the FEMA obligated amount. DPW is working with FEMA to increase the PW obligated amount in order to process these payments.

**Additional projects with outstanding invoices to be added to next RegtoCheck

Information obtained from Quickbase (DPW Department) 12.19.2011

Capital Projects maintains good track record of paying invoices on time.

Invoices Paid as a % of Invoices Received per Month as of 12.15.2011
(invoices received during the month) Avg 28 invoices Mon.



Location of Invoices that Remain Outstanding								
Process Step	Before June	June	July	August	September	October	November	December
PM To Approve								
CPA to Create Receiver							1	
CPA to Finance					1		1	
Finance to Receive							3	
City to Cut Check					1	4	3	
City Check Cut to Release							3	

Over 60 days

Over 30 days

Over
60
days

Over
30
days

Reasons for Delay								
Dispute with the vendor								
Goods Received at a Later date later / Services were not rendered								
Invoice was misplaced / Not processed timely								
Contract being processed								
Other					1(*)		1(**)	
Paid					1	4	10	

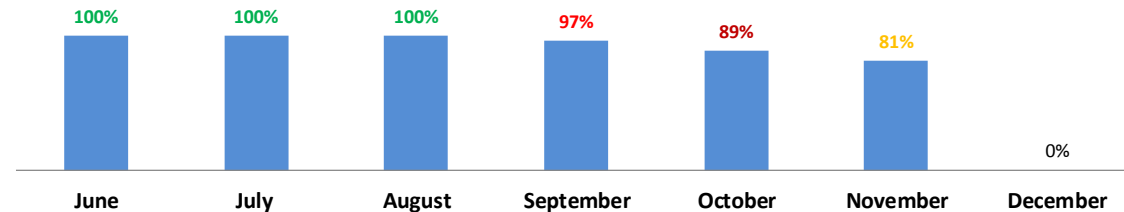
(*) Problem AFIN Address did not match Invoice. Could not process

(**) Technical problem using the system from the vendor

Information obtained from Quickbase (Capital Projects Department) 12.15.2011

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

Invoices Paid as a % of Invoices Received per Month as of 12.15.2011
(invoices received during the month) Avg 31 invoices per Mon



Location of Invoices that Remain Outstanding								
Process	Before May	June	July	August	September	October	November	December
PM To Approve	3							
CPA to Create Receiver								
CPA to Finance	1				1			
Finance to Receive								1
Finance to Send State								
State to Send to Hancock Bank						3	5	8
Hancock Bank to Send Check Copy								

Over
60
days

Over
30
days

Reasons for Delay								
Dispute with the vendor	4							
Goods Received at a Later date later / Services were not rendered								
Invoice was misplaced / Not processed timely								
Contract being processed								
Other					1(*)			
Paid						3	5	

(*) Problem AFIN Address did not match Invoice. Could not process

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?