



CITY OF NEW ORLEANS

ReqtoCheckSTAT

Reporting Period: March 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	2013 Actual
Average number of days to approve requisitions for the purchase of goods or services by the budget office.	2	1.7
Percentage of bids/rfps with 3 or more proposals	70%	63%
Percent of contracts drafted and reviewed by the Law Department and signed by the City Attorney in 30 days or less	80%	89%
Percent of invoices paid within 30 days for bonds, 45 days for revolver funds, and 60 days for DCDBG funds by Capital Projects	80%	84%
Percent of Capital/Grants Fund invoices processed within 7 business days of being received by Accounts Payable	90%	87%
Percent of General Fund invoices processed within 7 business days of being received by Accounts Payable	70%	63%

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.

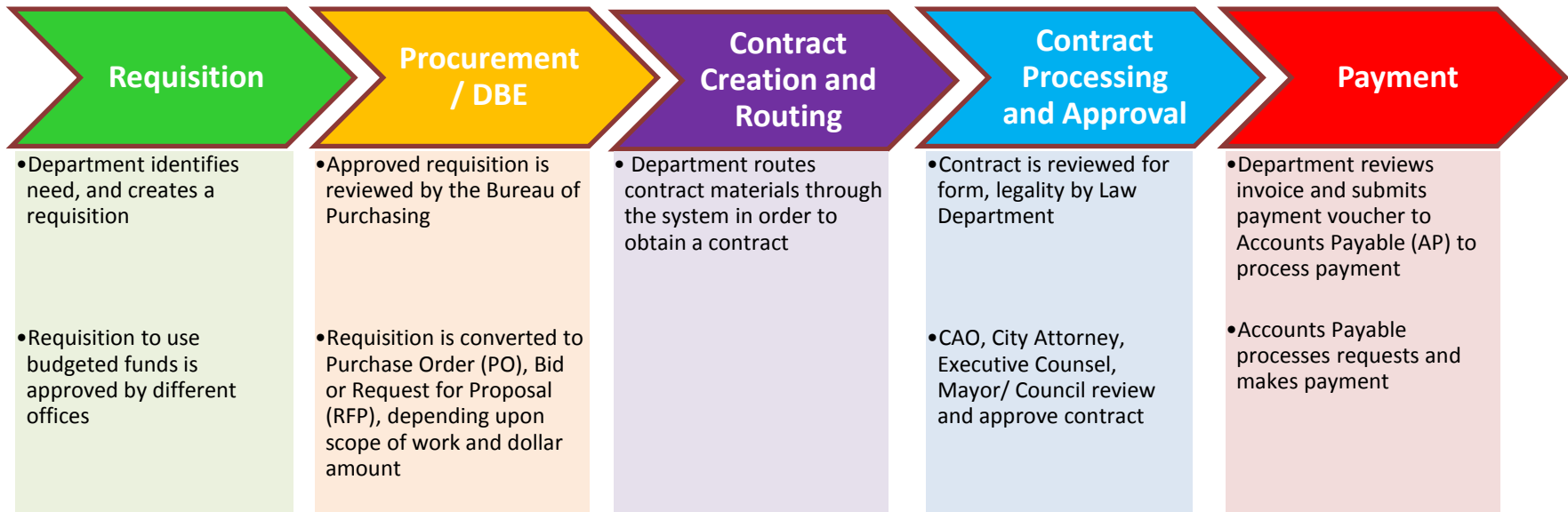
Objective: Promote business growth and job creation

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

Key Outcome Measure: Job growth (metro)

Key Performance Indicators	2013 Target	2013 Actual
Percent of city contract value awarded to Disadvantaged Business Enterprises (Supplier Diversity)	35%	26%

Procurement Process Overview*



*See a more detailed process map on slide 36

Procurement and Contracting Related IT Systems : Systems Availability

(# of Severity 1 Outages)

	January		February		March	
System	Server	Application	Server	Application	Server	Application
BuySpeed ** &*** GF and Agency (Procurement/Bids/Payments)	0	1	0	0	0	0
ECMS * Contract Routing	0	1	0	0	0	0
AFIN Capital and Grants (Procurement/Payments)	0	0	0	0	0	0
Great Plains GF and Agency (Payments)	0	0	0	0	0	0

Note: Severity 1 outages refers to complete loss of a core organizational or business tool/infrastructure that does not allow work to reasonably continue

Action Items *

Responsible	Area	Action Item	Status	Detailed Status
Allen Square	ITI	Update regarding check information that is currently not being exchanged between BuySpeed and Great Plains.	<u>In Process</u>	Periscope has asked us to sync the test database with a modified version of our production database. Once complete, they will test a solution they have developed in that test environment. We are in the process of syncing the test environment to their specifications.
Allen Square	ITI	Email and system notifications not reaching individuals in a timely manner (ECMS and BuySpeed).	<u>In Process</u>	This is mostly caused by sending email with large attachments that exceed our email size limitations. ITI will be working to develop training to move everyone to this practice.

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 *

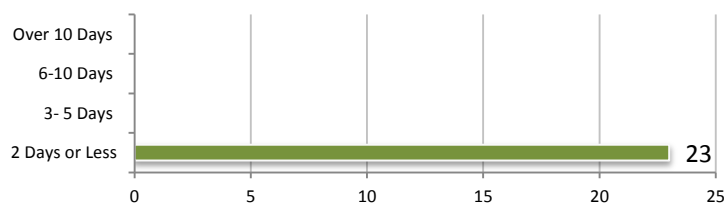
Responsible	Area	Action Item	Status	Detailed Status
Andrew Kopplin and Brian Firstley	Requisitions	Initialize review of services provided by the Budget Office to introduce service level agreements (SLAs) a. Type of services provided b. Expected time to complete or follow up with departments	<u>In Process</u>	SLAs objectives still outstanding. Meeting to be scheduled by the CAO.
Brian Firstley and James Husserl	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?	<u>In Process</u>	Draft ready for Cao review

Approval Queue Decreased to 57 Requisitions as of 3.31.2013

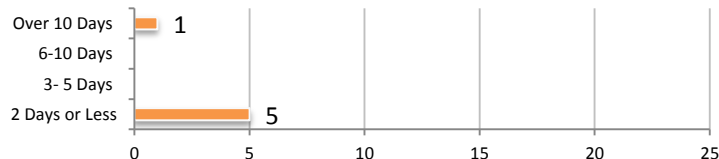
Requisition Approval Queue General Fund for Period Ending 3.31.2013



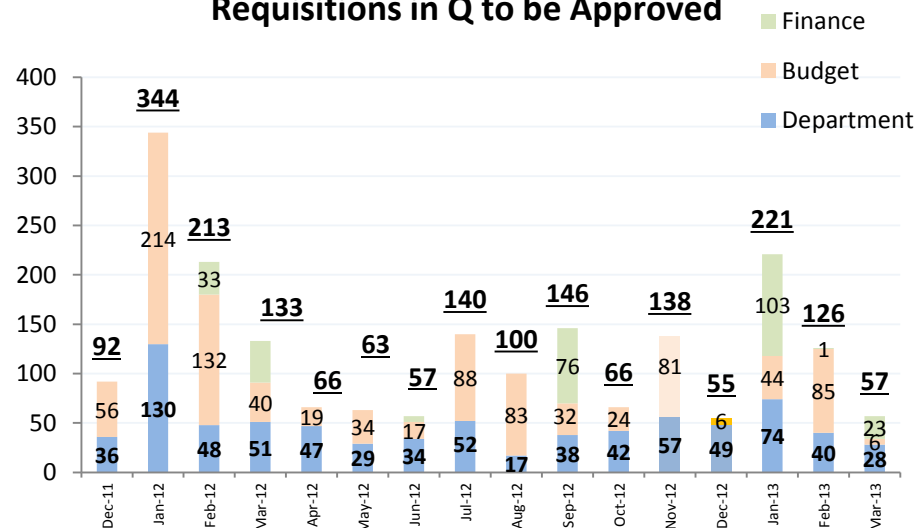
Age of Requisitions in Q Finance Office



Age of Requisitions in Q Budget Office

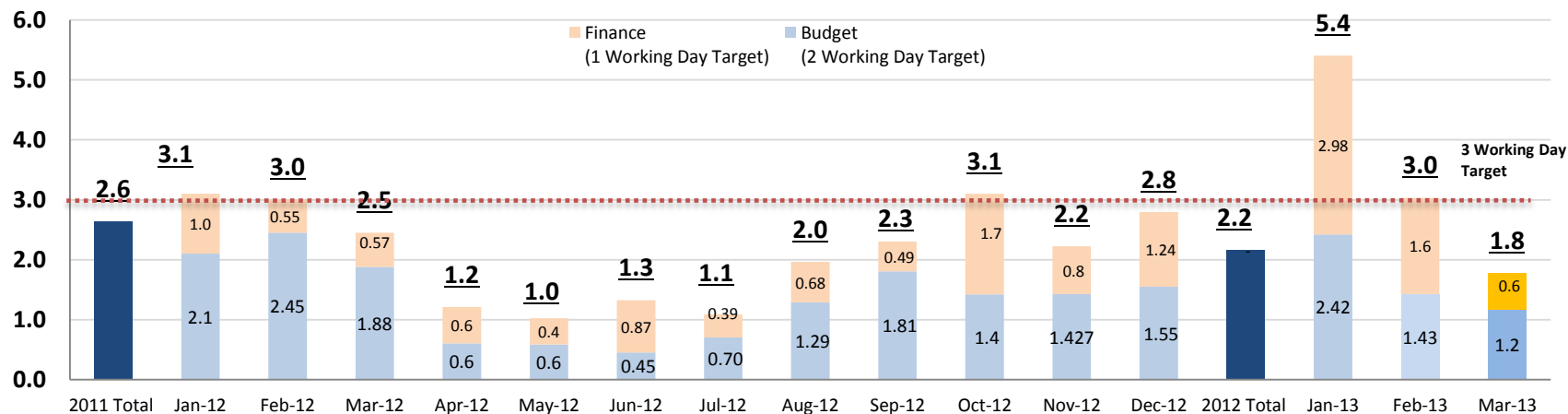


Requisitions in Q to be Approved



Number of Days to Approve Requisitions on Target

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



Requisition Approval Distribution by Year

Budget Approval					
Days to Approve	2011(*)	2012	Jan-13	Feb-13	Mar-13
2 or less	71%	81%	64%	75%	82%
3 Days	5%	6%	7%	10%	5%
4-5 Days	8%	7%	9%	10%	7%
6-10 Days	10%	5%	17%	3%	5%
11-15 Days	4%	1%	3%	1%	1%
Over 15 Days	2%			1%	

Finance Approval					
Days to Approve	2011(*)	2012	Jan-13	Feb-13	Mar-13
2 or less	98%	90%	66%	83%	89%
3 Days	1%	5%	9%	3%	3%
4-5 Days	1%	3%	2%	7%	7%
6-10 Days		2%	13%	1%	1%
11-15 Days			10%	3%	
Over 15 Days				3%	

* 2011 information only available since May, 2011

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Procurement
/ DBE

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Requisition to Procurement

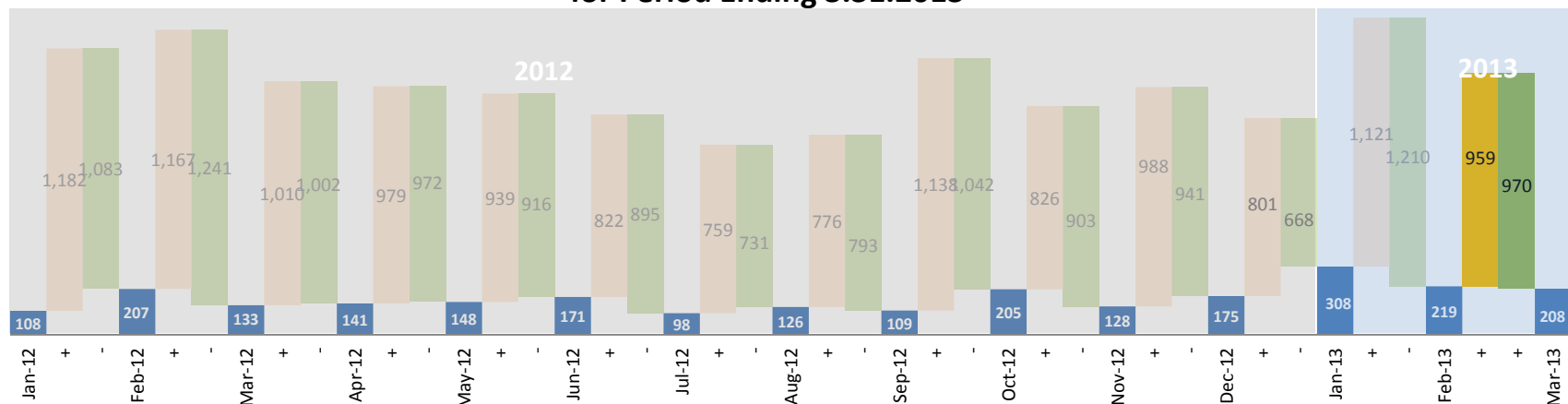
- Processing of Requisition by Bureau of Purchasing
- Status of Requisitions Awaiting Buyer Response
- Time to Convert Requisition to PO
- Status of Requests for Proposals
- Status of Bids
- DBE Information

Action Items *

Responsible	Area	Action Item	Status	Detailed Status
Arkebia Matthews	PO/BID/RFP/DBE	It seems the current 3 day target to provide feedback by the Office of Supplier Diversity is too ambitious. DBE and OPA will go over the current target and evaluate if adjustments	<u>In Process</u>	Office of Supplier Diversity and OPA working on this
Mary Kay Kleinpeter	PO/BID/RFP/DBE	Share the report provided by the procurement consultants with the ReqtoCheck group. Schedule an external meeting with Andy to review the	<u>Open</u>	Report was shared with ReqtoCheck group. Waiting to schedule follow up meeting.
Mary Kay Kleinpeter	PO/BID/RFP/DBE	An RFP for the Police related to a survey has been inactive for some time. The Bureau of Purchasing will reach out to the department to see if it can be deleted.	Done	The Bureau of Purchasing was asked to maintain this RFP open for the time being
Mary Kay Kleinpeter	PO/BID/RFP/DBE	Large number of Council requisitions are waiting for support. Bureau of Purchasing will reach out to the department in order to resolve the issue.	Done	Completed

The Number of Requisitions in Queue Waiting to be Processed by the Bureau of Purchasing Decreased to 208

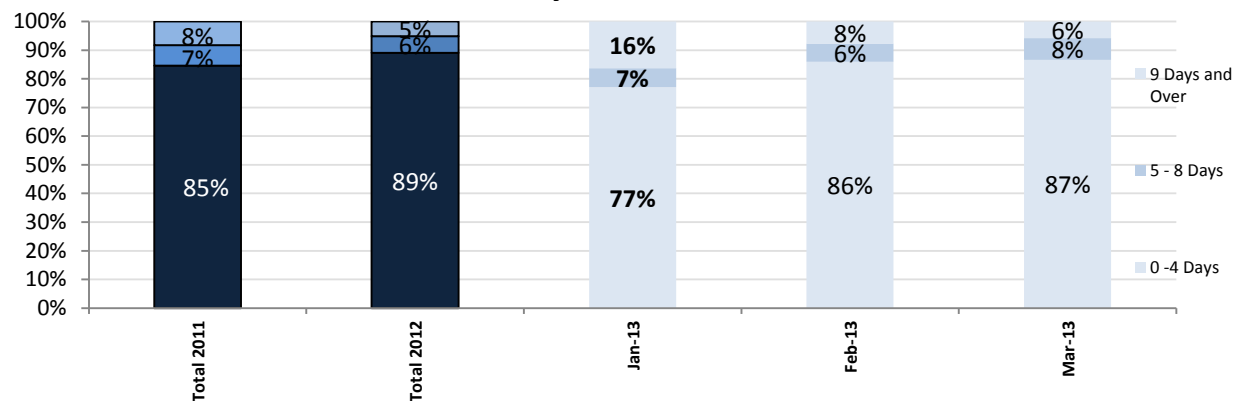
Bureau of Purchasing Requisition Processing General Fund for Period Ending 3.31.2013



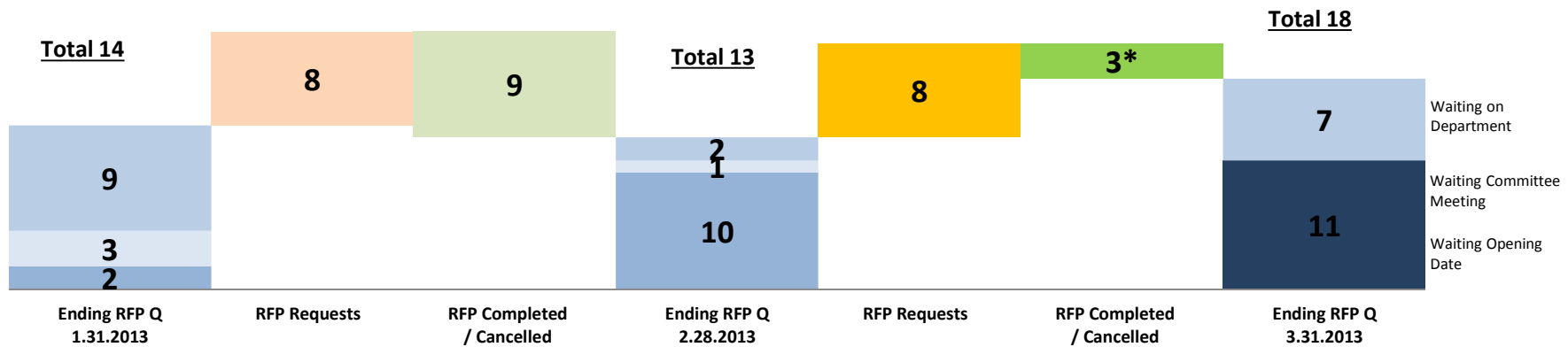
Status of Reqs Awaiting Buyer Processing	
Status	Count
Completed 3.13.2013	76
Need Contract	83
Processing Procurement	24
Waiting for Support	25
Grand Total	208

Waiting for Support	
Status	Count
EMD	5
Council	3
Health	3
Police	3
EMS	2
Property Management	2
Aviation	2
Fire	1
Law Department	1
NORDC	1
Parks	1
Revenue	1
Grand Total	25

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

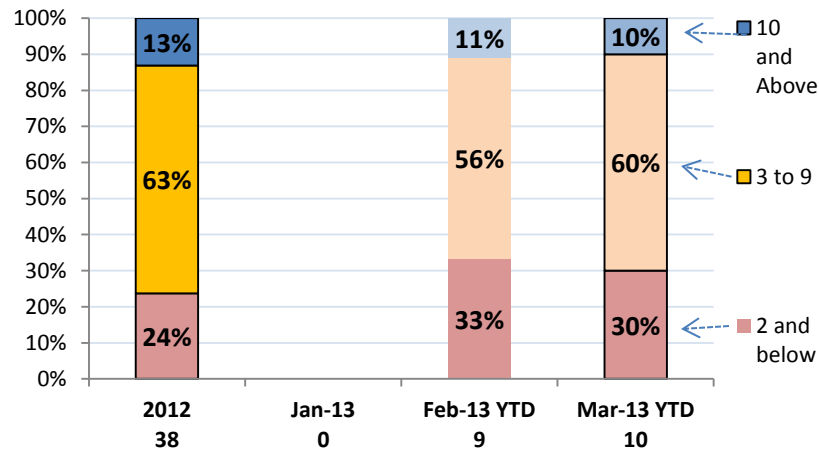


The Number of RFPS in Process at 18 as of 3.31.2013



* Includes closed and cancelled RFPs

Number of Proposals Received for RFPs Completed YTD 2012 (as of 3.31.2013)



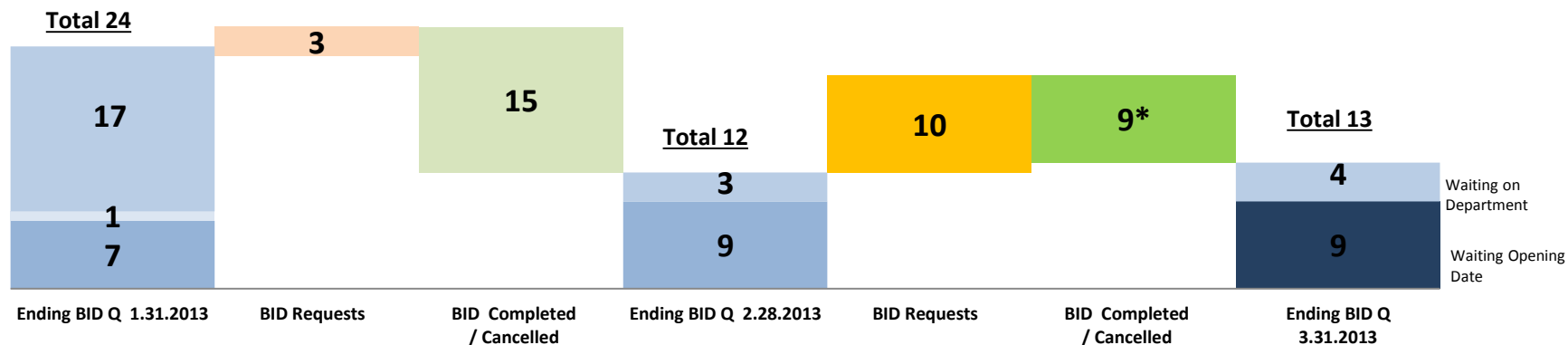
Awaiting Committee Meeting

Department	Brief Description
Police	Survey

Waiting on Support / Response from Departments

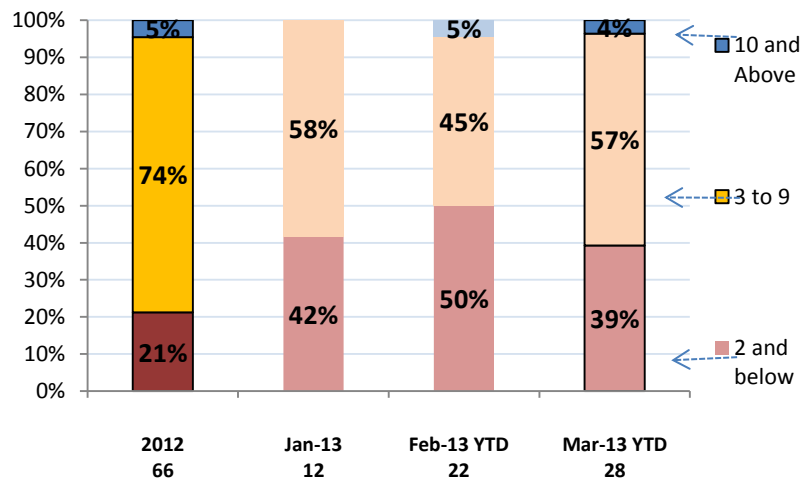
Department	Brief Description	Comment
Neighborhood 1	Online Auction Services N.O. East	Awaiting Decision
Aviation Board	Environmental & Spill Response	Awaiting Decision

The Number of Bids in Process at 13 as of 3.31.2013



* Includes closed and cancelled Bids

Number of Proposals Received for Bids Completed YTD 2012 (as of 3.31.2013)



Waiting on Support / Response from Departments

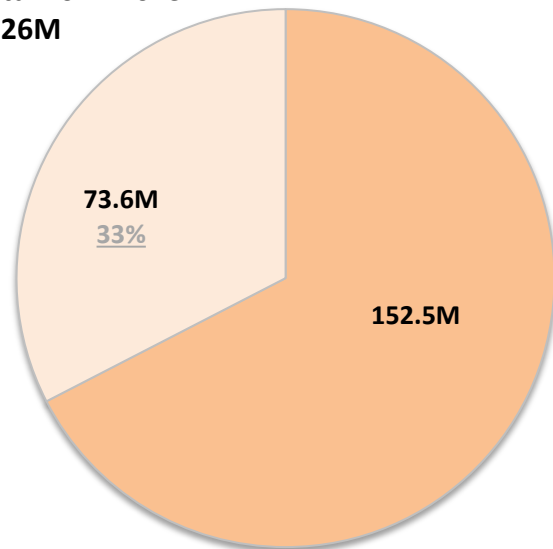
Department	Brief Description	Comment
Capital Projects	Municipal Yacht Harbor Boat House	Decision
Finance	JOC 5	Decision
Aviation Board	Limousine Service Spaces Lease	Decision
Capital Projects	NOMA - Roof Repairs	Decision

Bids: YTD Percentage of DBE Committed Award Value (Goal 35%)

Data excludes bids for which DBE contracting requirements have been waived

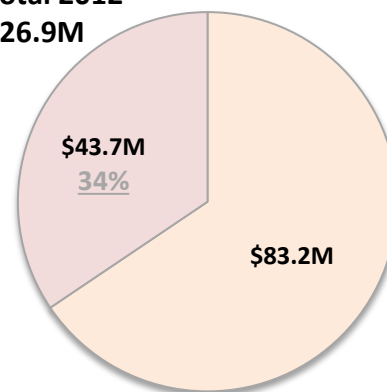
Total 2011-2013 YTD

\$226M



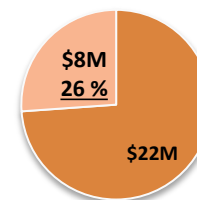
Total 2012

126.9M

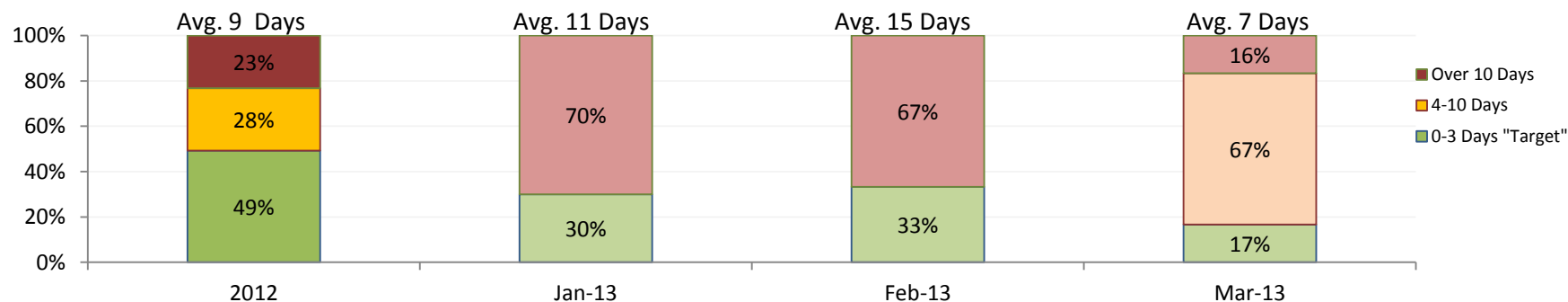


YTD 2013

\$30M



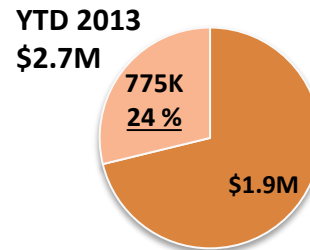
Time to Process BID DBE Validation by the Office of Supplier Diversity Requests Completed (Working Days)



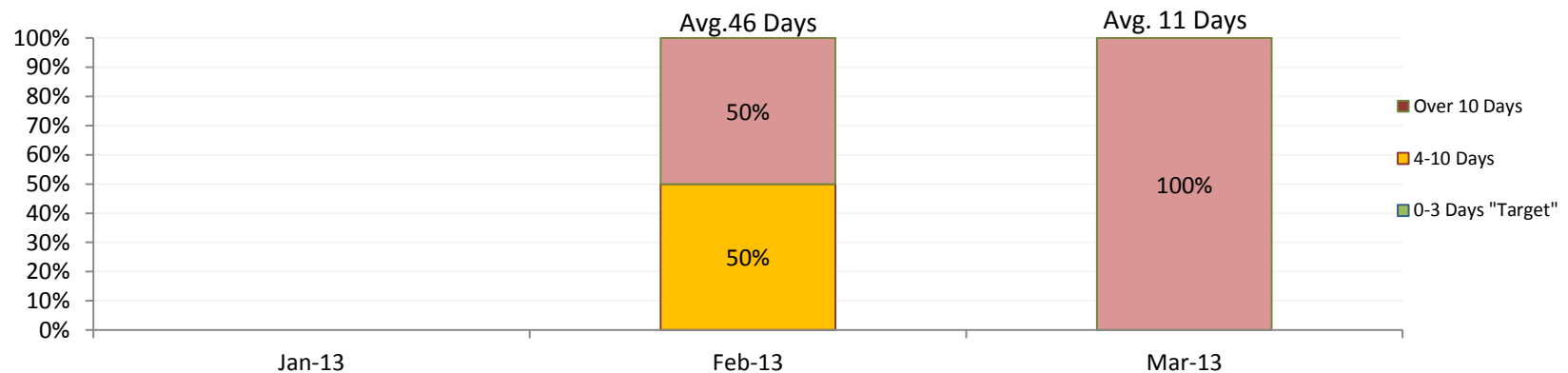
Source : Office of Supplier Diversity 4.26.2013

RFP and RFQs: 2013 YTD Percentage of DBE Committed Award Value (Goal 35%)

Data excludes RFPs and RFQs for which DBE contracting requirements have been waived



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





Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

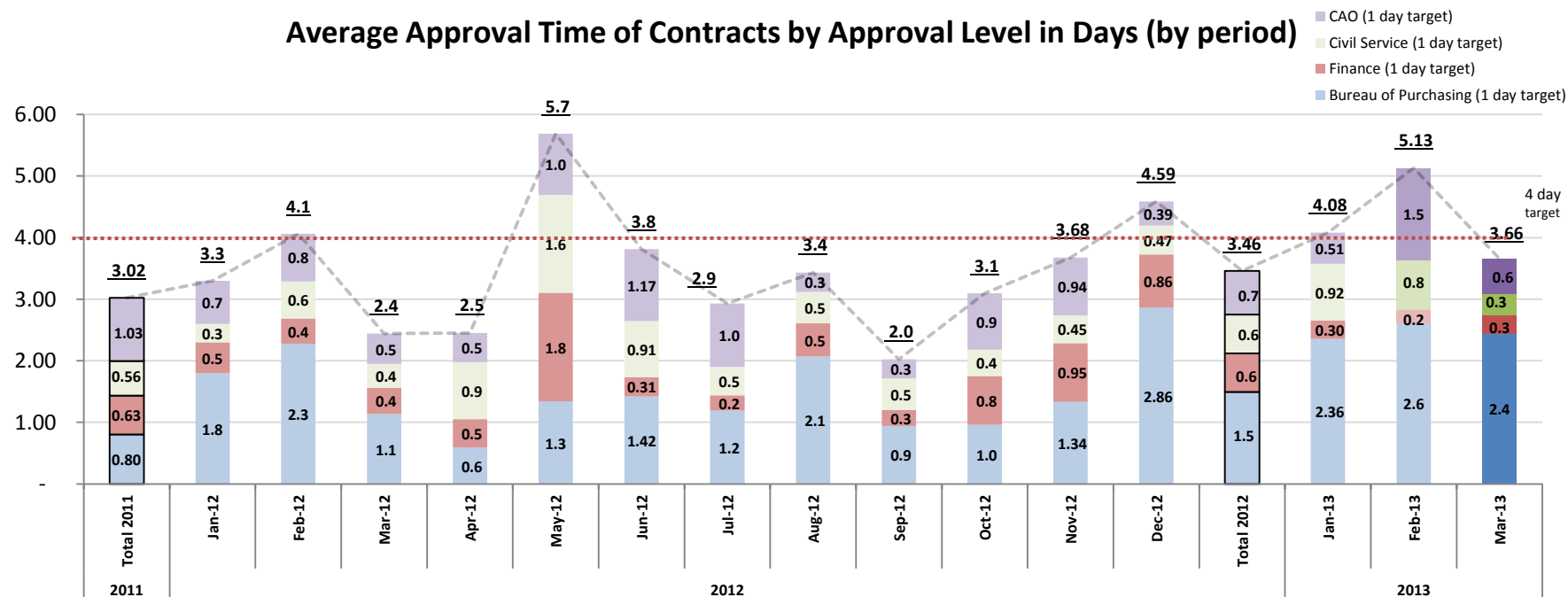
Payment

Contract Package Routing

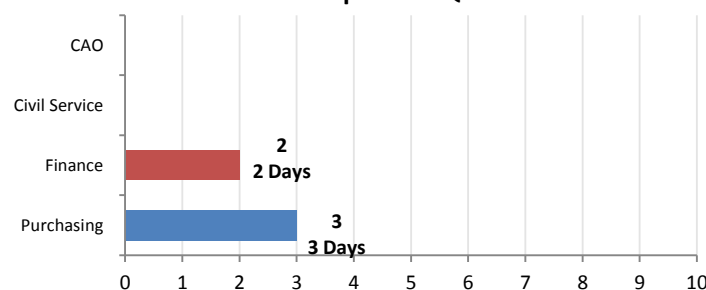
- Average Contract Routing Time

Average Time to Approve Contracts Meeting Target

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



5 Contract Request in Q as of 3.31.2013



* 2011 information only available since May, 2011

Source : ECMS 3.31.2013

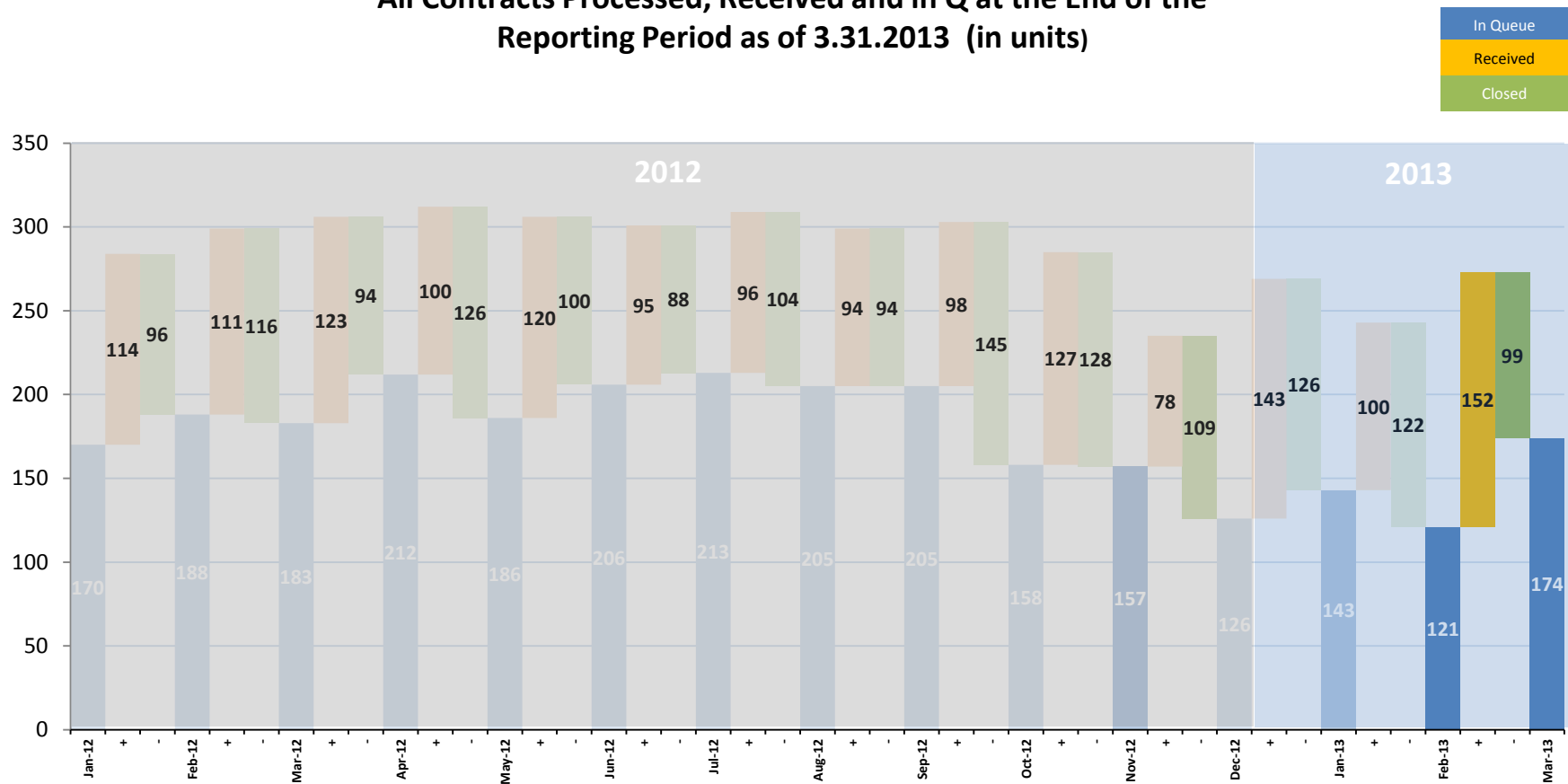
Contract Approval Process

- Contract Processing and Approval

Responsible	Area	Action Item	Status	Detailed Status
Michael McKenna	Contracts	Risk management form update. a. What is the process ?	<u>In Process</u>	Risk management unit is working on a new draft. It will provide a new draft next week.
Mary Kay Kleinpeter	Contracts	Identify group of contracts that can use a PO. Provide a preliminary list during the next meeting.	<u>In Process</u>	A group of contracts has been identified. The ReqtoCheck taskforce will present the proposal to the executive team for review. Waiting for Law Department to meet with CFO to clarify a number of questions that remain
Robert Rivers	Contracts	Present the list of contract draft templates currently available.	<u>In Process</u>	List has been presented. Open for the Law department to contact departments and notify them about the new templates
Robert Rivers	Contracts	Legal opinion on 8R and conversation with the City Council.	<u>In Process</u>	Executive team will discuss the issue separately
Robert Rivers and James Hussel	Contracts	OPA and the Law Department were asked to reach out directly to those departments that have contracts in the vendor signature stage for over 30 days.	<u>Done</u>	Completed

Contracts: All Contracts Processed, Received and in Queue January 2012 – March 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 3.31.2013 (in units)

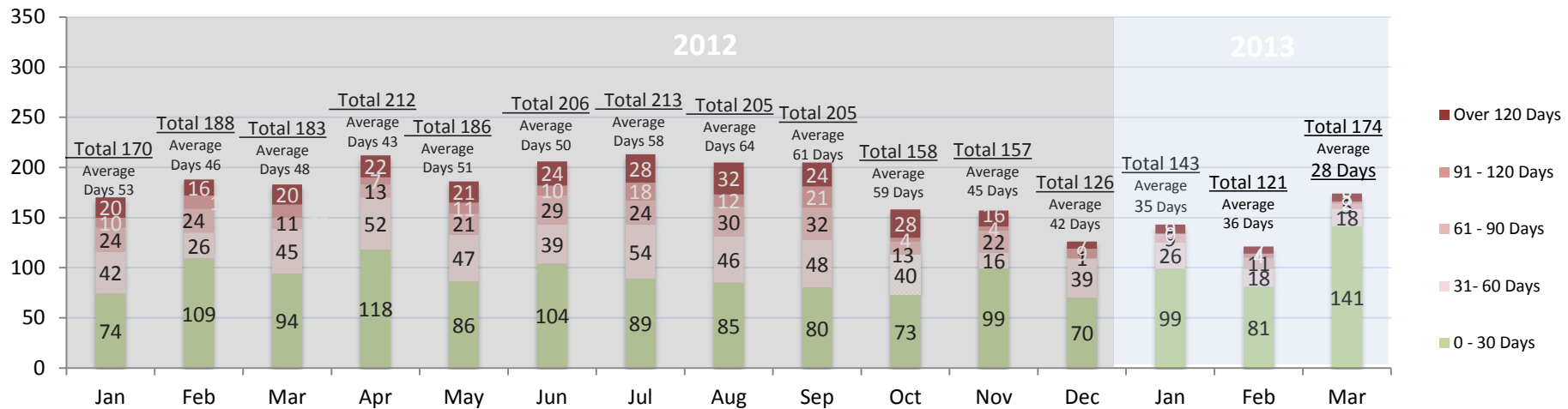


Source : Law Department and ECMS System 3.31.2013

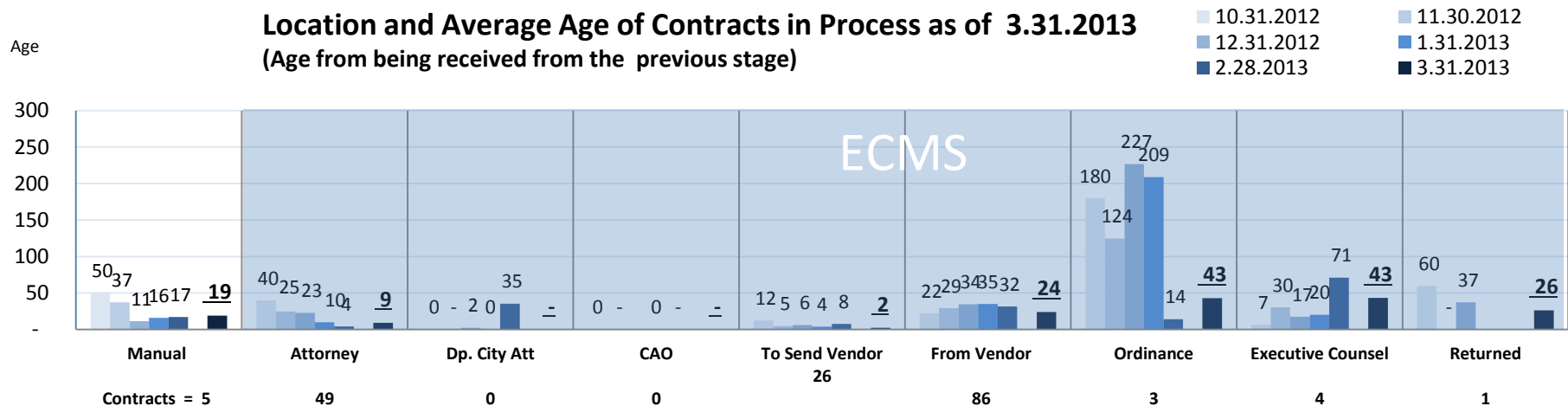
Contracts : All Contracts in Process by Period

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

The Average Age of Contracts Awaiting Processing Under 30 Days



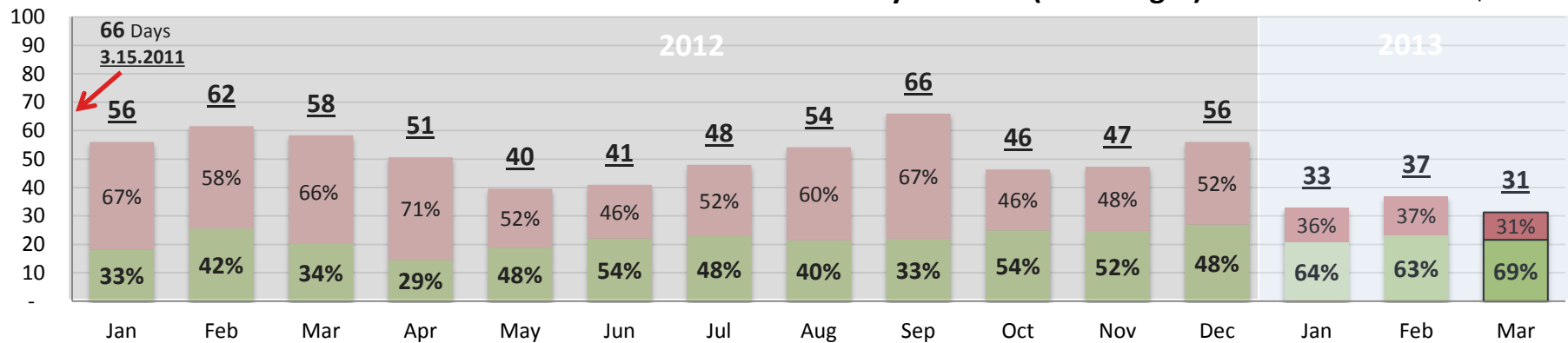
Location and Average Age of Contracts in Process as of 3.31.2013 (Age from being received from the previous stage)



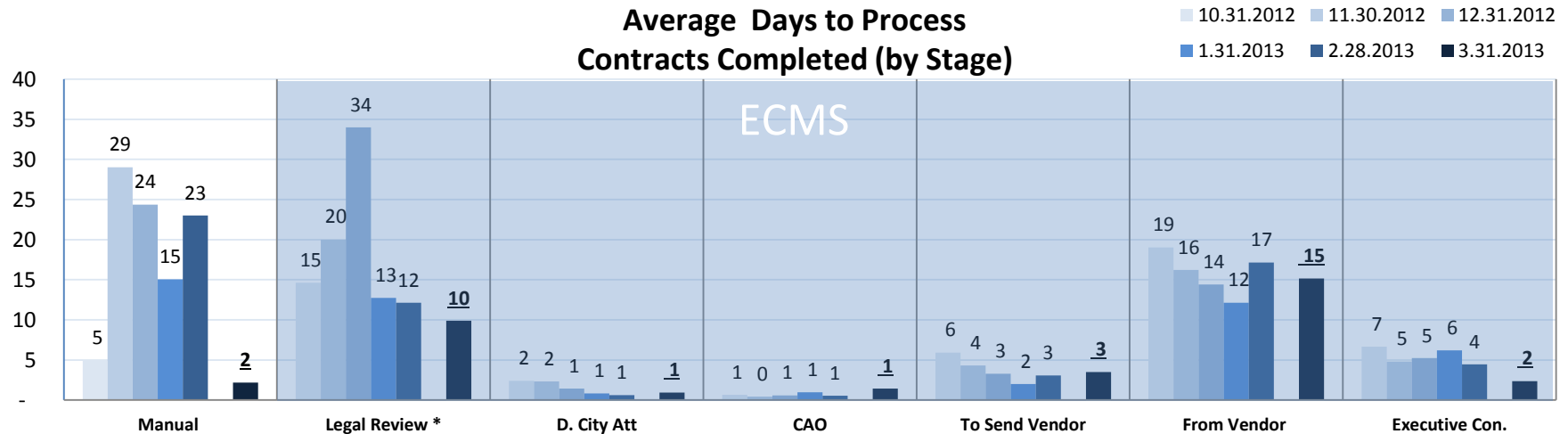
Contracts : All Contracts Executed by Period

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

The Average Time to Close Contracts During the Period at 31 Days.
69% 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 3.31.2013

Contracts Awaiting Vendor Signature

Summary		
Department	Average time at this stage	Number of Contracts
BLIGHT & REVITALIZATION	320	1
HUMAN SERVICES	156	1
MAYOR	106	1
NEW ORLEANS BUILDING CORPORATION	78	2
AVIATION	33	14
HEALTH DEPARTMENT	30	3
NEIGHBORHOOD STABLIZATION	22	4
POLICE DEPARTMENT	20	3
CAO	17	5
HOMELAND SECURITY	13	2
FINANCE	12	1
LAW	12	2
PROPERTY MANAGEMENT	12	5
CAPITAL PROJECT	10	6
PUBLIC WORKS	7	13
NORD RECREATION DEPARTMENT	7	20
OFFICE OF CRIMINAL JUSTICE COORDINATOR	6	1
CIVIL SERVICE	3	1
ECONOMIC DEVELOPMENT	3	1
	24	86

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

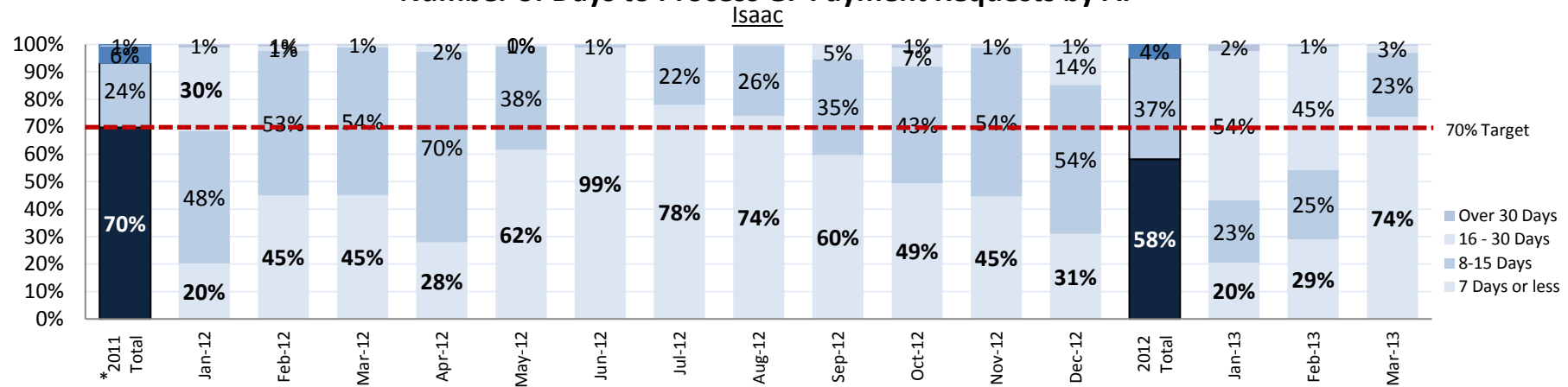
- PO Date and Invoice Date Analysis
- General Fund Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
- Capital and Grants Expenditure Payments
 - Processing by Accounts Payable
 - Payment from Invoice Date
 - Detail Review (invoices in the pipeline)
 - CDBG Invoice Payments
 - DPW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

Action Items *

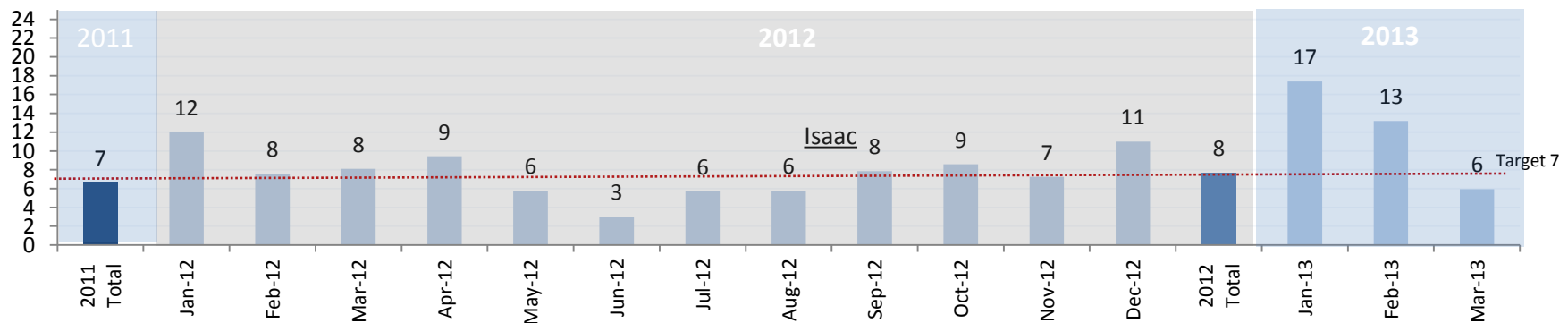
Responsible	Area	Action Item	Status	Detailed Status
Norman Foster and Allen Square	Payment	Look into the potential system integration needs of using pcards to buy goods.	<u>Open</u>	
Andrew Kopplin and Norman Foster	Payment	Discussion about the use of credit cards. Possibility of issuing an additional credit card for unique purchases. If issued, what would be the process departments need to follow to use the card?	<u>In Process</u>	ADK agreed to secure second credit card for City purchases. Protocol for use of credit card still outstanding.
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.	<u>Open</u>	
Natasha Muse	Payment	Some of the departments that process payments through OCD are not providing information in a timely manner, which prevents OCD from meeting some of its targets. OCD will reach out to some of those departments to see if the problem can be resolved.	<u>Open</u>	

The Percentage of General Fund (and Agency) Payments Processed in 7 Days on Target at 74%

Number of Days to Process GF Payment Requests by AP

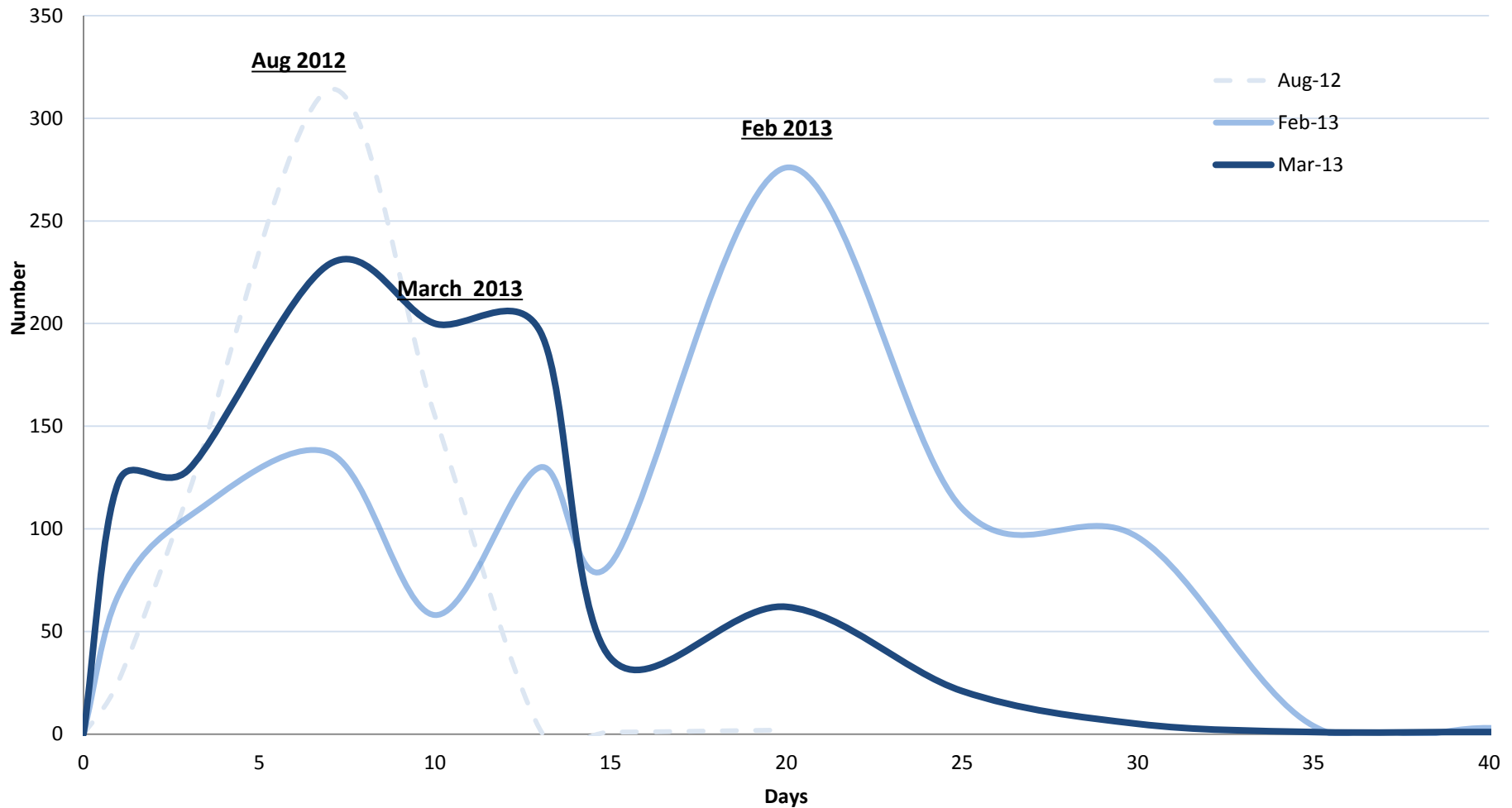


Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



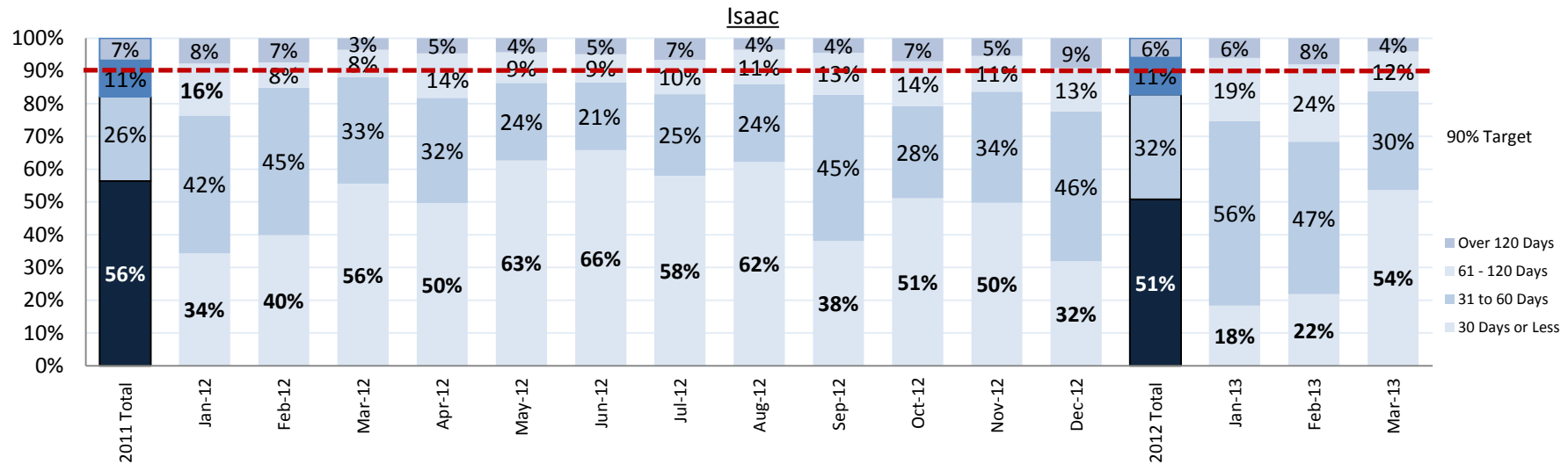
* 2011 information only available since May, 2011

Distribution of Accounts Payable Processing GF Payments

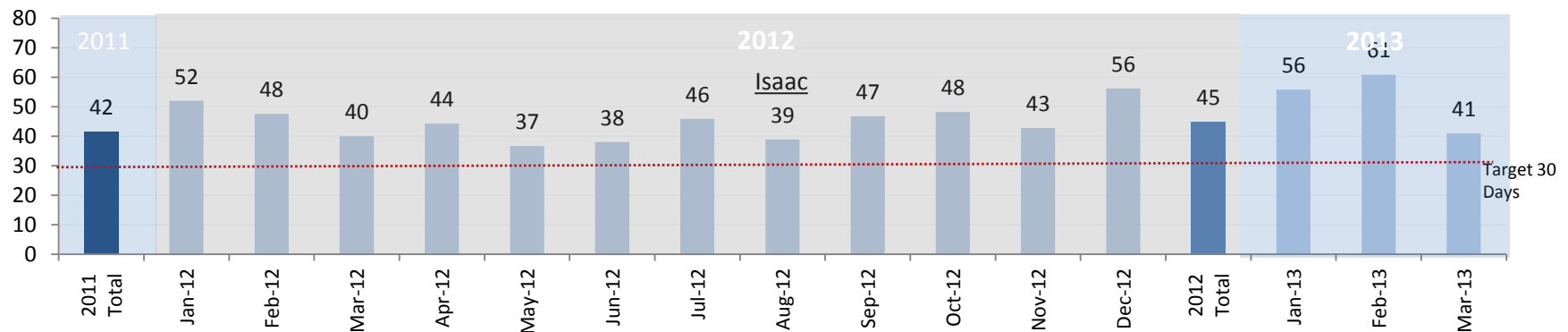


The Percentage of General Fund (and Agency) Payments in 30 Days or Less at 54%

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

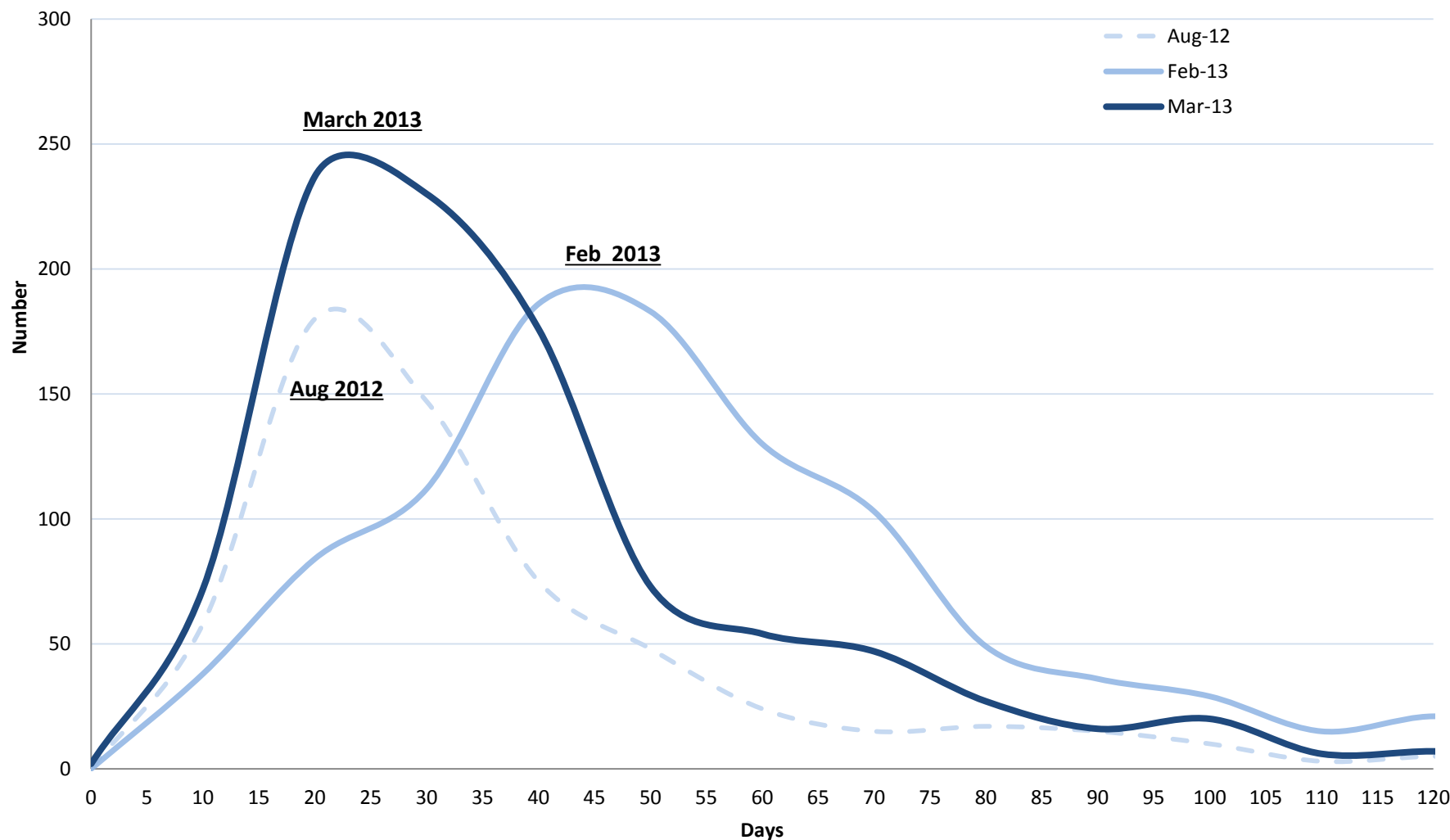


Average Number of Days to Pay Invoices from Invoice Date (GF Expenditures)

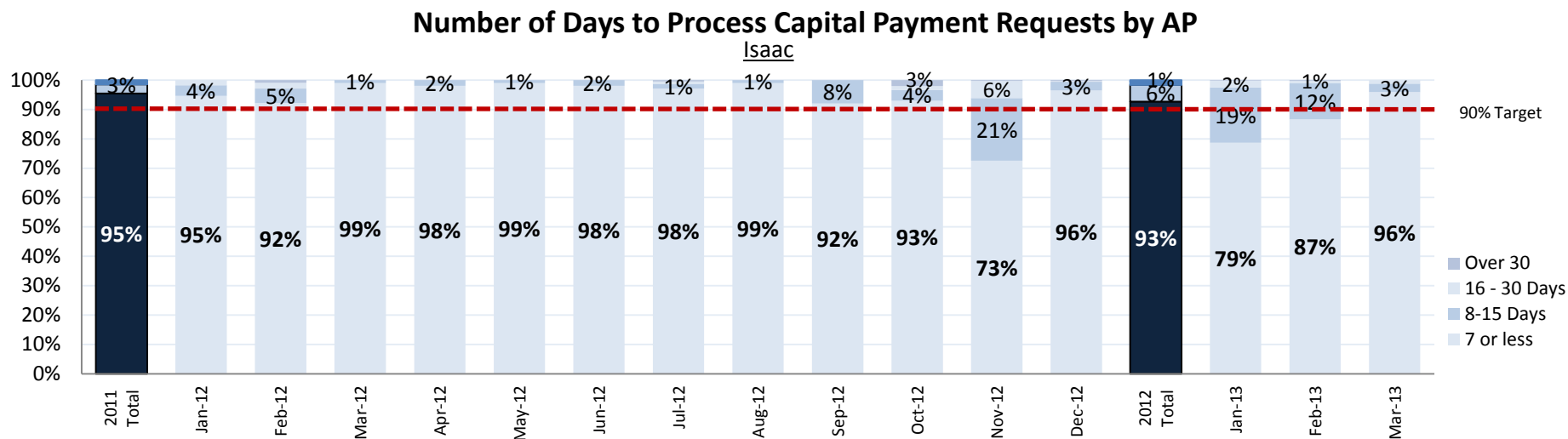


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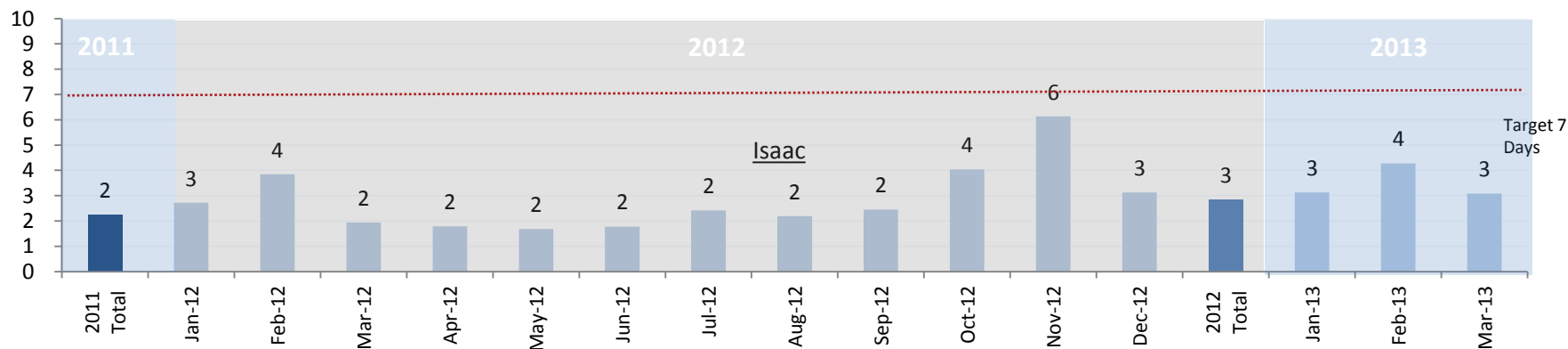
Invoice Date to Check Date Distribution for GF & Agency Payments



The Percentage of Capital and Grant Payments Processed in 7 Days at 96%



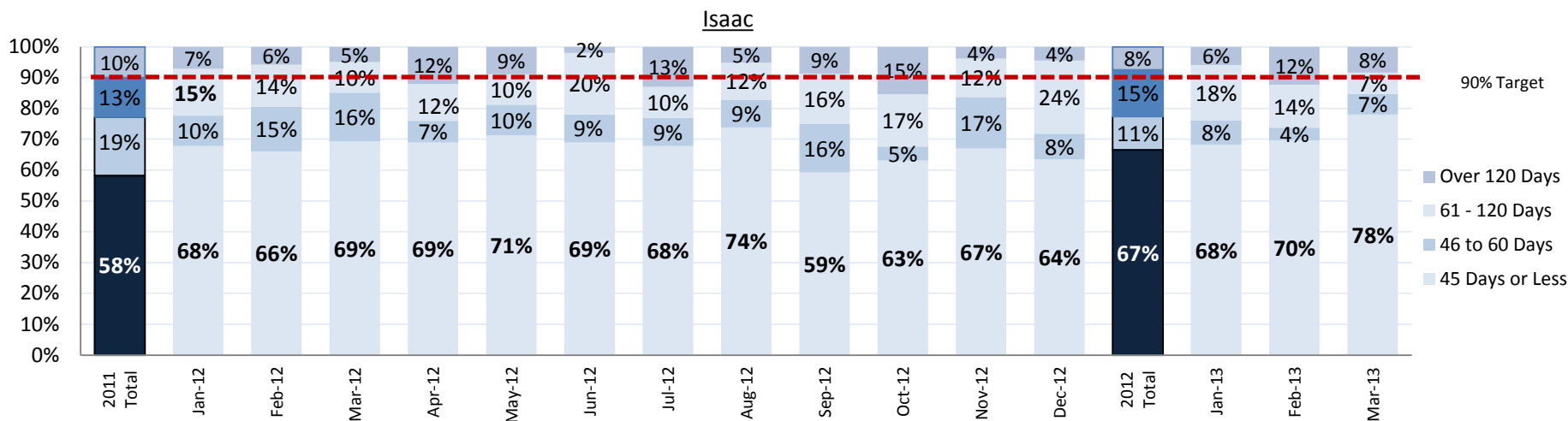
Average Number of Days to Process Invoices by A/P Department (Capital and Grants)



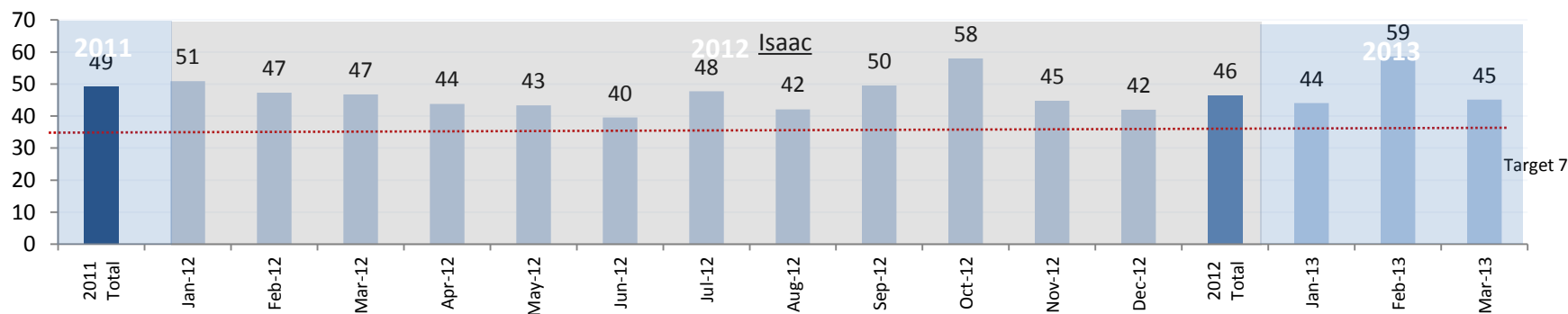
* 2011 information only available since May, 2011

The Percentage of Capital and Grant Payments Made in 45 Days or Less from Invoice Date at 78%

Number of Days to Pay Capital and Grants invoices from Invoice Date

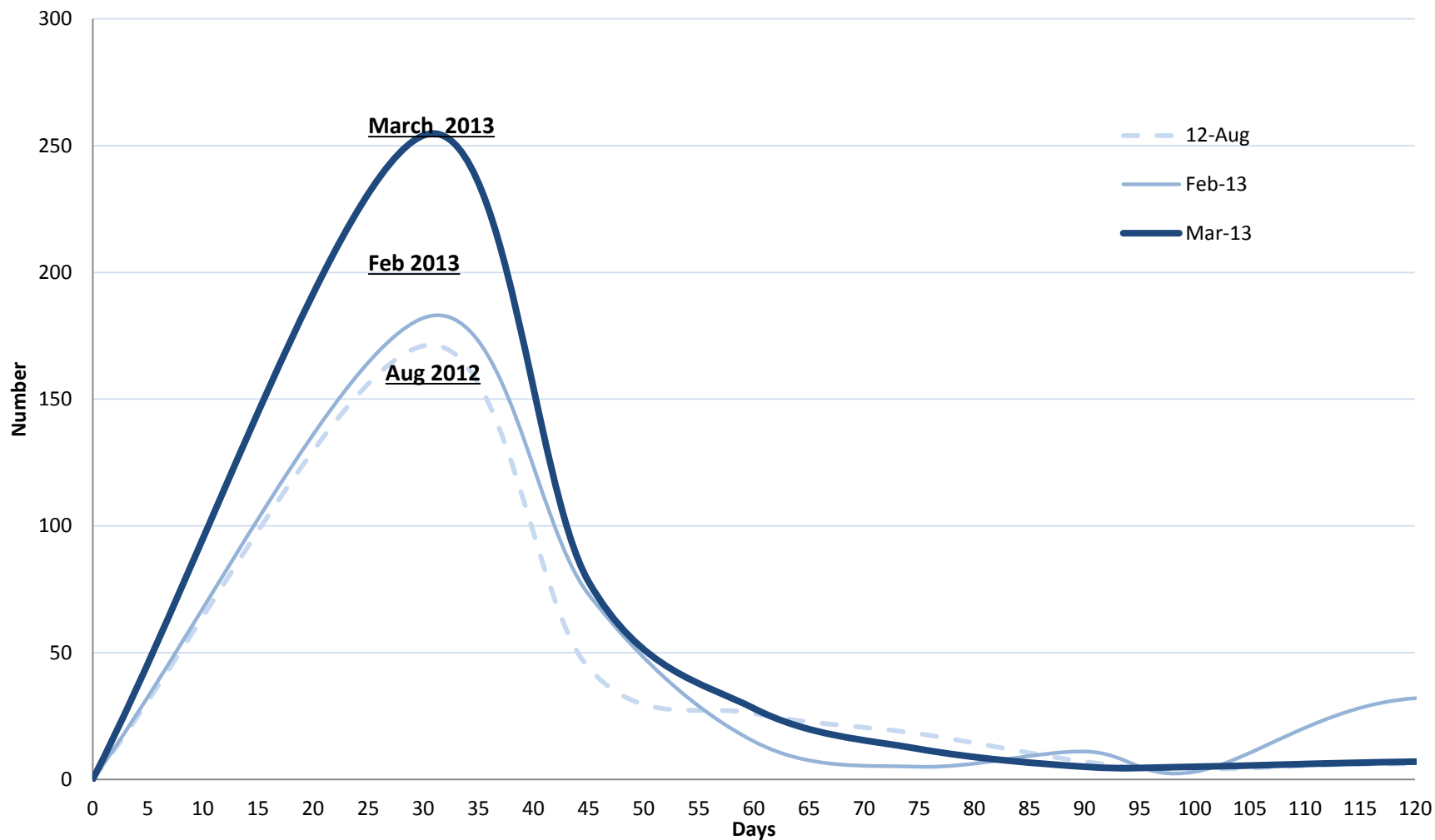


Average Number of Days to Process Invoices by A/P Department (Capital and Grants)



* 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 March 2013

	2013						2012
	March				Feb	Jan	Aug - Dec
Department	<= 60	>60	Total March	% >60 Days	% >60 Days	% >60 Days	% >60 Days
TOURISM, ARTS, & ENTERTAINMENT	2	4	6	67%	18%	86%	0%
CIVIL SERVICE	2	2	4	50%	33%		*
ITI	8	6	14	43%	40%	29%	25%
HUMAN SERVICES	16	10	26	38%	32%	18%	12%
EMD	24	14	38	37%	46%	8%	35%
CAO	12	7	19	37%	58%	23%	24%
FIRE	9	5	14	36%	22%	20%	14%
REGISTRAR OF VOTERS	6	2	8	25%	55%	67%	24%
NORDC	51	16	67	24%	26%	24%	14%
MAYOR'S OFFICE	33	10	43	23%	48%	44%	21%
PROPERTY MANAGEMENT	13	3	16	19%	12%	16%	12%
HEALTH	9	2	11	18%	27%	33%	38%
TREASURY	9	2	11	18%	0%	67%	19%
AVIATION	87	18	105	17%	42%	29%	18%
LIBRARY	71	14	85	16%	26%	46%	16%
LAW	36	7	43	16%	22%	8%	29%
SAFETY AND PERMITS	11	2	13	15%	25%	14%	40%
HOMELAND SECURITY	12	2	14	14%	38%	0%	*
SANITATION	20	3	23	13%	20%	27%	33%
COUNCIL	58	8	66	12%	29%	23%	18%
POLICE	46	6	52	12%	30%	25%	25%
EMS	18	2	20	10%	42%	14%	4%
PARKS & PARKWAY	64	6	70	9%	39%	20%	19%
MOSQUITO CONTROL	50	4	54	7%	44%	19%	15%
CAPITAL PROJECTS	13	1	14	7%	30%		23%
CORONER	15	1	16	6%	0%	0%	*
PUBLIC WORKS	40	2	42	5%	24%	17%	13%
OFFICE OF INSPECTOR GENERAL	23		23	0%	7%	7%	3%
REVENUE	13		13	0%	29%	13%	19%
FINANCE	5		5	0%	0%	0%	*
PURCHASING	6		6	0%	0%	50%	*
OCD			0		60%	13%	28%
Other (Less than 12% in three months)	58	9	67	13%	29%	13%	21%
Grand Total	840	168	1008	16%	32%	25%	19%

* Small number of payments were vouched for this department during the period

Source :Accounts Payable Collected 4.15.2013-4.25.2013

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

3.31.2013								
	March				Feb	Jan	Aug - Dec	
Department	<= 60	>60	Total March	% >60 Days	% >60 Days	% >60 Days	% >60 Days	
SANITATION		5	5	100%	100%	93%	*	
PUBLIC WORKS	24	10	34	29%	19%	28%	49%	
HOMELAND SECURITY	16	4	20	20%	13%	40%	12%	
CAPITAL PROJECTS	92	17	109	16%	32%	26%	22%	
MAYOR	19	3	22	14%	6%	19%	4%	
HEALTH	87	8	95	8%	6%	8%	20%	
OCD	103	15	118	13%	25%	19%	19%	
CRIMINAL JUSTICE	10		10	0%	11%	9%	0%	
Other (Less than 9 in 3 Months)	6	2	8	25%	75%	33%	23%	
Grand Total	357	64	421	15%	26%	24%	22%	

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

Source :Accounts Payable Collected 4.15.2013-4.25.2013

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?