



CITY OF NEW ORLEANS

ReqtoCheck**STAT**

Reporting Period: October 15 – November 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.

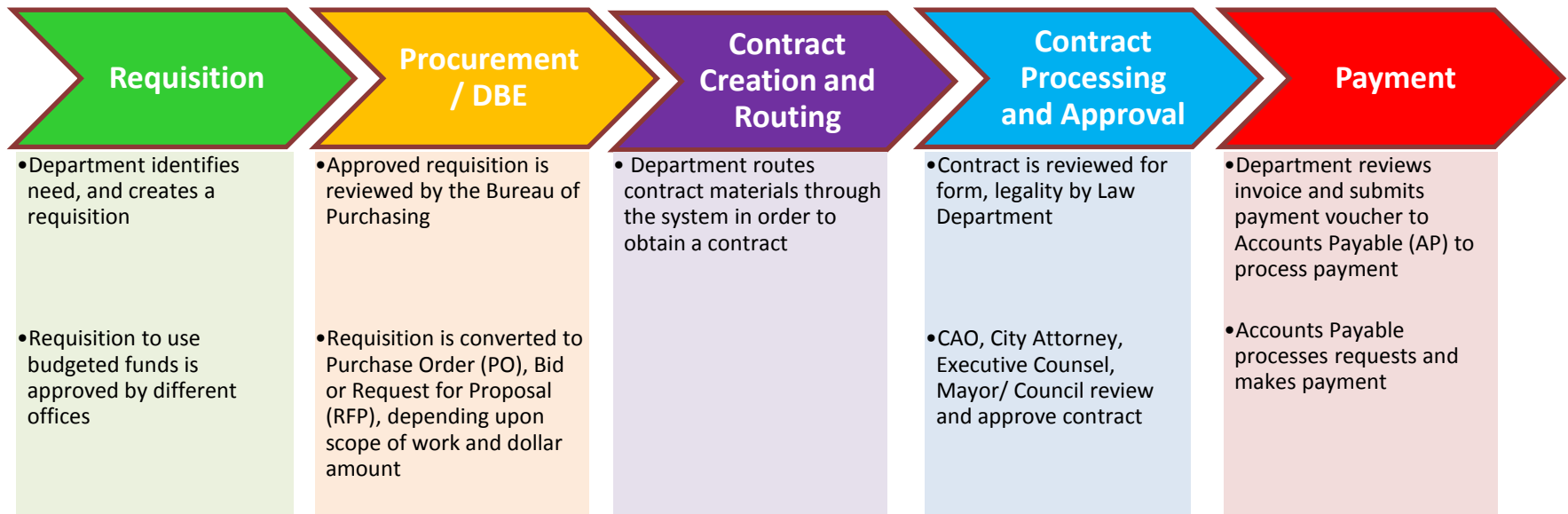
What is ReqtoCheckStat?

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?

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*



*See a more detailed process map on slide 33

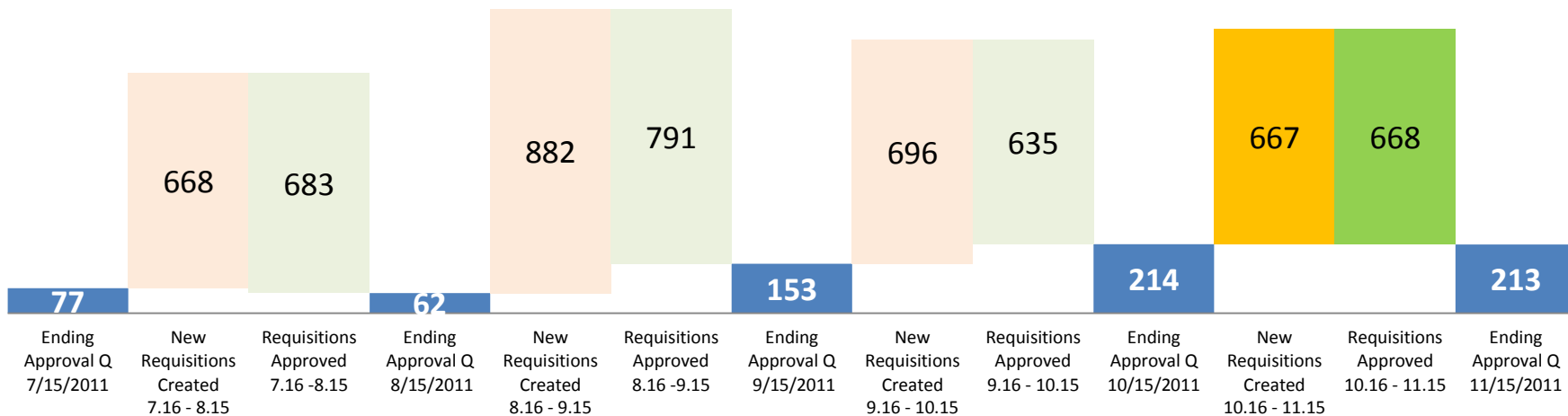


Requisition Approval

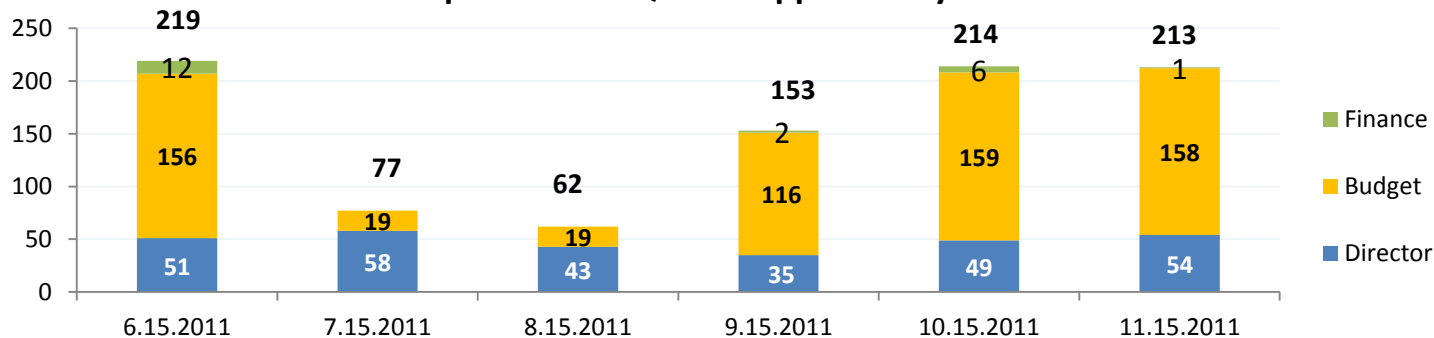
- Approval Time of Requisitions
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level

Approval queue for requisitions remains practically unchanged from the prior period

Requisition Approval Queue General Fund for Period Ending 11.15.2011



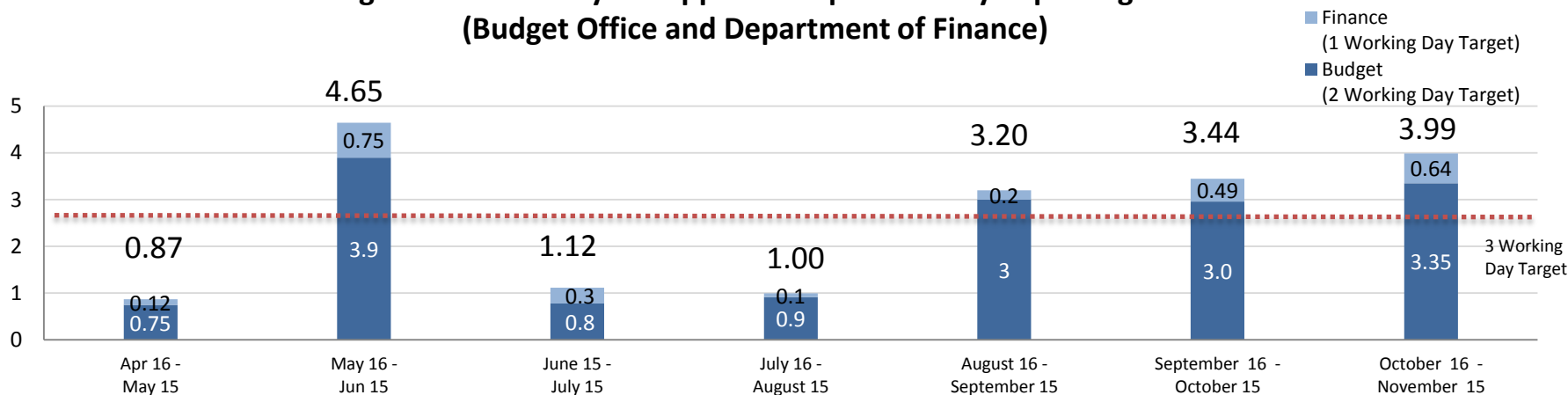
Requisitions in Q to be Approved by Period



Source : Obtained from BuySpeed System and evaluated by the Office of Performance and Accountability 11.15.2011

Delay is driven by longer approval times by the Budget Office

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



Budget					
Approval Distribution by Period					
Days to Approve	7.15.2012	8.15.2011	9.15.2011	10.15.2012	11.15.2011
2 or less	90%	91%	71%	68%	69%
3 Days	5%	5%	2%	5%	4%
4-5 Days	4%	4%	8%	10%	8%
6-10 Days	1%	0%	12%	12%	7%
11-15 Days	0%	0%	5%	3%	7%
Over 15 Days	0%	0%	1%	2%	6%

Finance					
Approval Distribution by Period					
Days to Approve	7.15.2012	8.15.2011	9.15.2011	10.15.2012	11.15.2011
1 or less	95%	100%	100%	100%	99%
2 Days	5%	0%	0%	0%	1%
3-5 Days	0%	0%	0%	0%	0%
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 11.15.2011

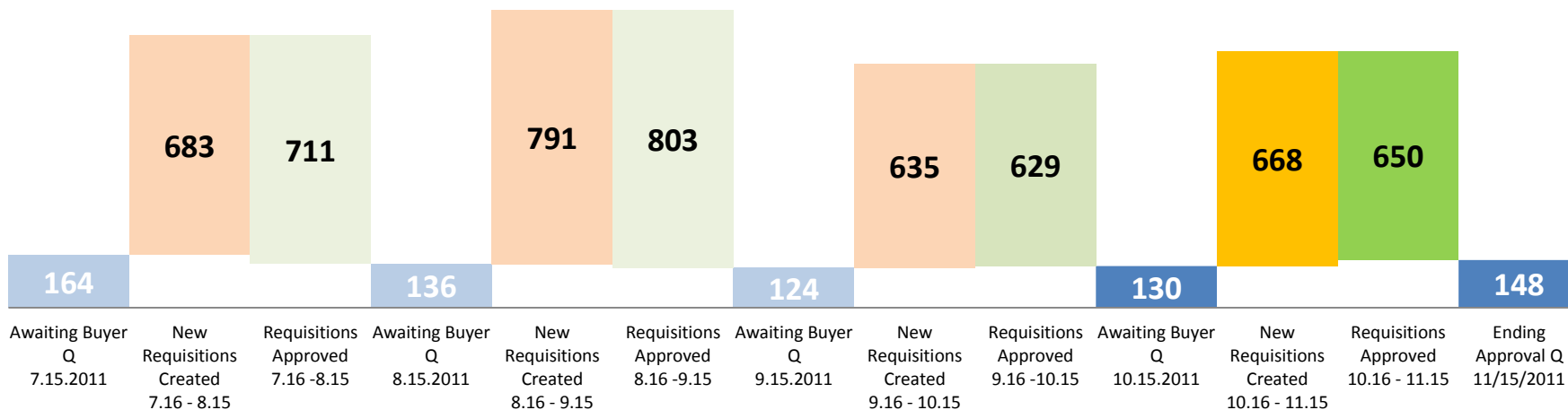


Requisition to Procurement

- Processing of Requisition by Bureau of Purchasing
- Status of Requisitions Awaiting Buyer Response
- 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 remained practically unchanged

Requisition Awaiting Buyer Processing for Period Ending 11.15.2011

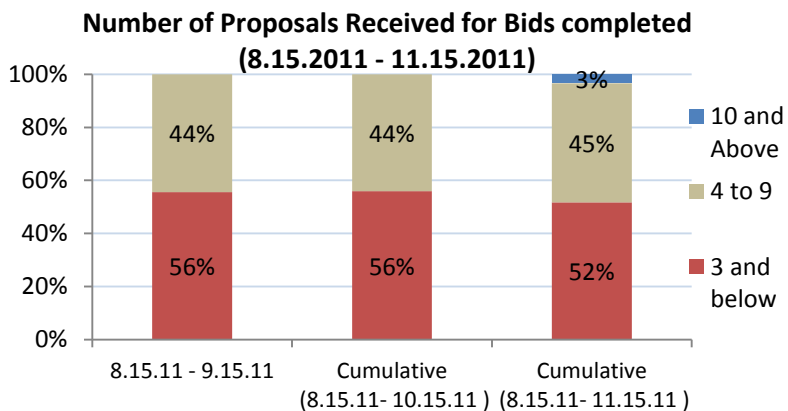
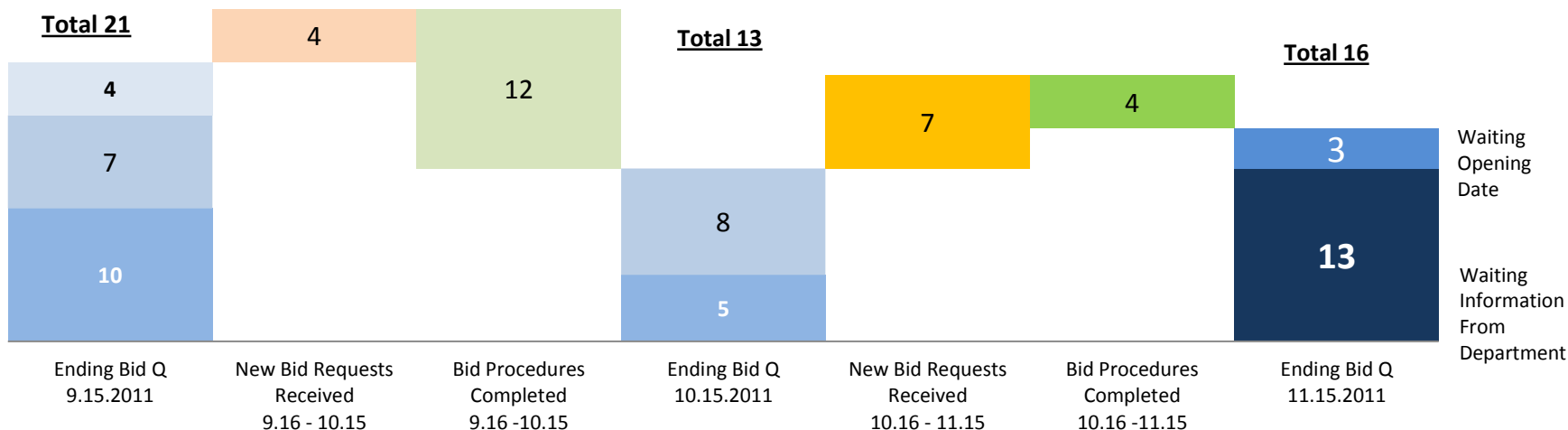


Status of Reqs Awaiting Buyer Processing	
11.15.2011	
Status	Count
Complete by 11/20/2011	70
Contract Being Processed	53
Bid or RFP in Process	13
Waiting for Support (Spec or Other)	12
Grand Total	148

Waiting for Support (Specs or Other)	
Department	Count
Recreation	2
Property Mgmt	2
OIG	2
Health	2
Sanitation	1
Parks & Parkways	1
Mayor	1
CAO	1
Grand Total	12

Source : Obtained from BuySpeed System and Bureau of Purchasing 11.15.2011 and the Bureau of Purchasing 11/20/2011

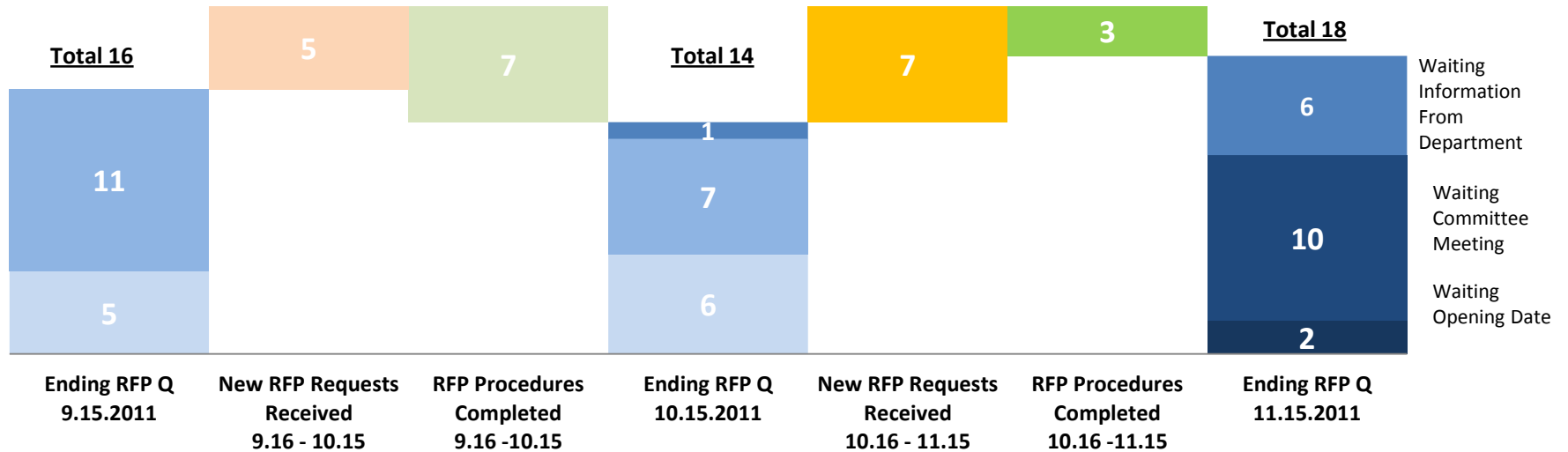
The number of Bids in process increased from 13 to 16 as of 11.15.2011. 13 Bids are awaiting information from departments



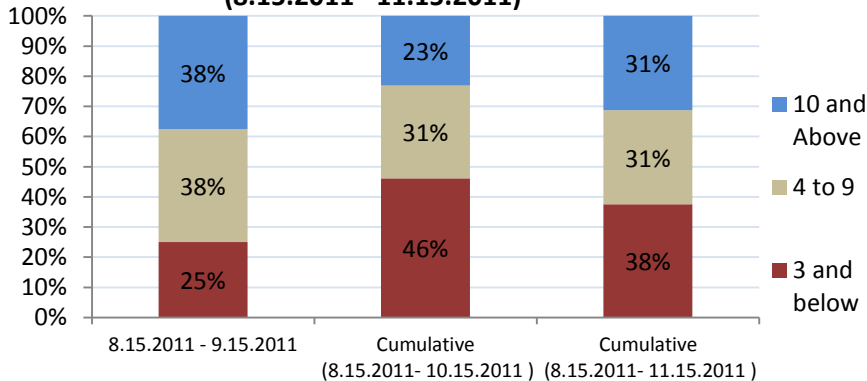
11.15.2011
Waiting on Support / Response from Departments
Aviation: Fire Alarm and Protection
Aviation : Waste Removal
Aviation : Paint and Rubber Removal Vehicle
Aviation : Sweeper Vehicle
Aviation: Automatic Door Repair and Maintenance
Aviation : Overhead Door
Capital Projects : Joe Bartolommeo
Capital Projects : Treme Project
Capital Projects : NOPD 5th
DPW: Auctioning Services
DPW: Press Drive
EMD: Bulk Fuel City Vehicles
Parks : Green space Restoration

Source : Bureau of Purchasing 11.20.2011

The number of RFPs in process increased from 14 to 18 as of 11.15.2011 10 RFPs are awaiting committee meetings



Number of Proposals Received for RFPs completed (8.15.2011 - 11.15.2011)



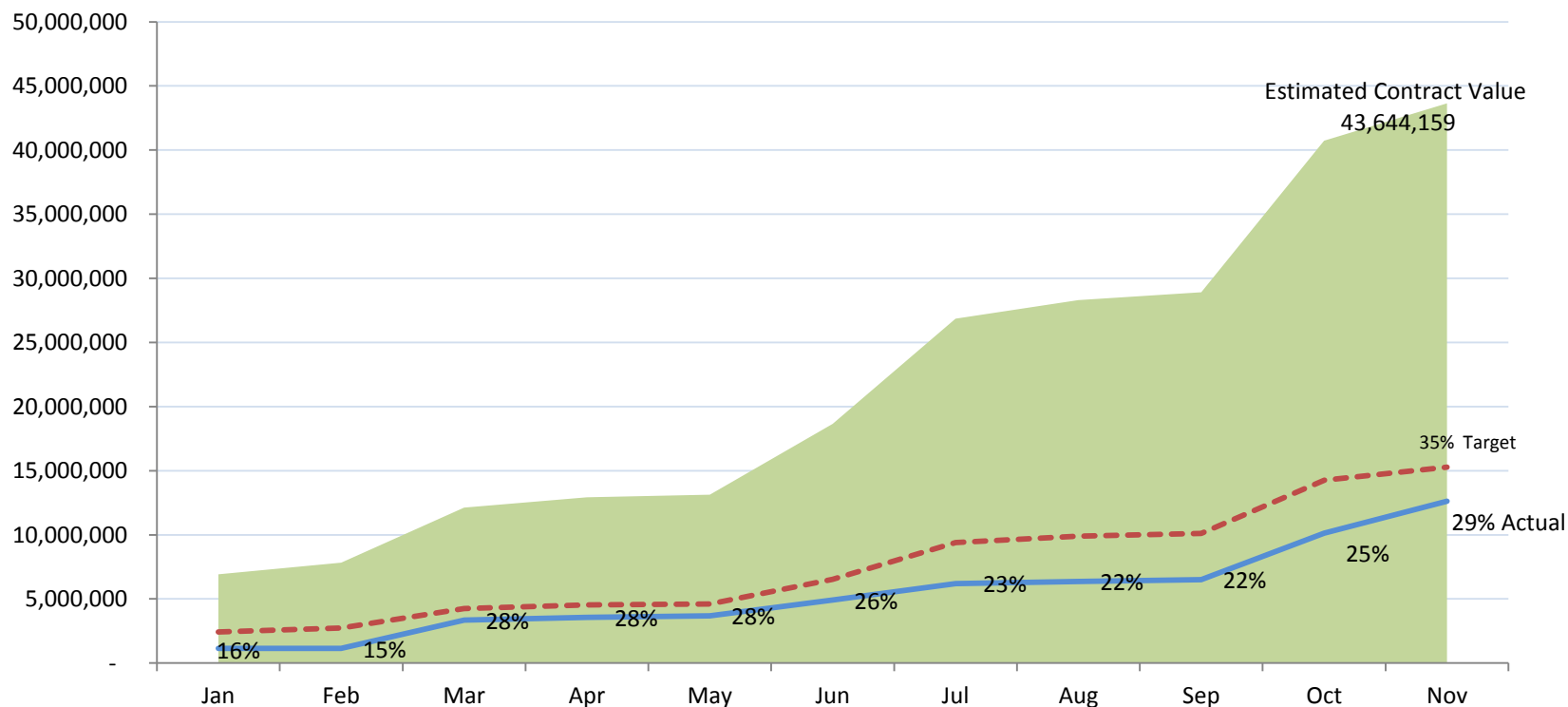
Waiting on Committee Meeting	Opened
Mayor: NO East Redevelopment	10/31/2011
Mayor: Online Auction Service	9/29/2011
Aviation: Financial Consulting Serv.	9/16/2011
Aviation : Local Representation	10/7/2011
Aviation : Public Relations Consulting	10/13/2011
Aviation : Airport Federal Project Auditing Services	10/19/2011
ITI: Permitting Software	10/31/2011
Economic Development : EDF Administrative Services	11/4/2011
Law : Assorted Professional Services	10/20/2011
HR: Payroll, Time & Attendance HR	10/27/2011

Source : Bureau of Purchasing 11.20.2011

The percentage of DBE award value for the period remains under the 35% target

(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 11/30/2011

Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

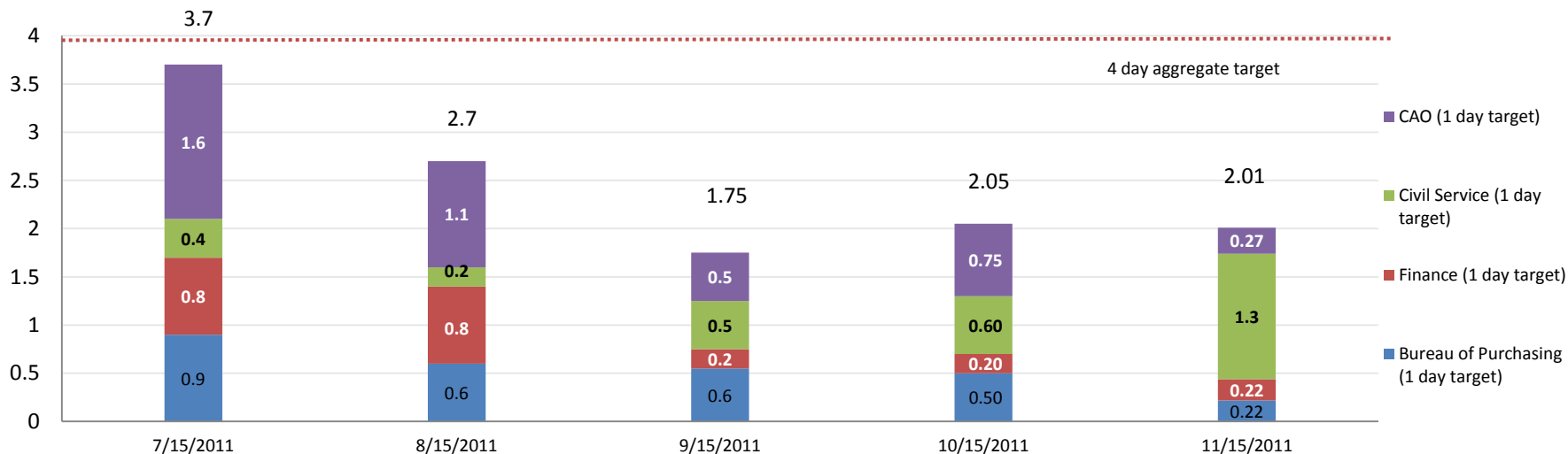
Payment

Contract Package Routing

- Average Contract Routing Time

Average time to approve contracts being routed remains well below the 4 day target

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



CAO Distribution Approval					
Days to Approve	7.15.2010	8.15.2011	9.15.2011	10.15.2011	11.15.2012
0-1 Days	75%	83%	91%	79%	94%
2- 3 Days	17%	7%	7%	15%	6%
4-7 Days	6%	8%	0%	6%	0%
Over 8 Days	3%	2%	2%	0%	0%

Civil Service Distribution Approval					
Days to Approve	7.15.2010	8.15.2011	9.15.2011	10.15.2011	11.15.2012
0-1 Days	89%	93%	89%	97%	73%
2- 3 Days	8%	7%	10%	3%	26%
4-7 Days	3%	0%	1%	0%	1%
Over 8 Days	0%	0%	0%	0%	0%

Finance Distribution Approval					
Days to Approve	7.15.2010	8.15.2011	9.15.2011	10.15.2011	11.15.2012
0-1 Days	91%	90%	95%	100%	98%
2- 3 Days	9%	8%	4%	0%	2%
4-7 Days	0%	2%	1%	0%	0%
Over 8 Days	0%	0%	0%	0%	0%

Bureau of Purchasing Distribution Approval					
Days to Approve	7.15.2010	8.15.2011	9.15.2011	10.15.2011	11.15.2012
0-1 Days	67%	93%	86%	94%	96%
2- 3 Days	27%	5%	13%	5%	4%
4-7 Days	6%	2%	1%	1%	0%
Over 8 Days	0%	0%	0%	0%	0%

Source : ECMS 11.15.2011

Requisition

Procurement /
DBE

Contract Creation
and Routing

Contract
Processing and
Approval

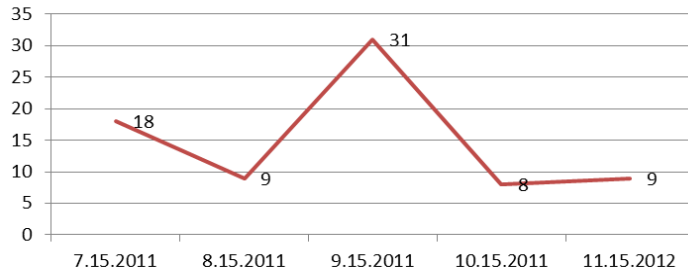
Payment

Contract Approval Process

- Contract Rejections
- Contract Processing and Approval

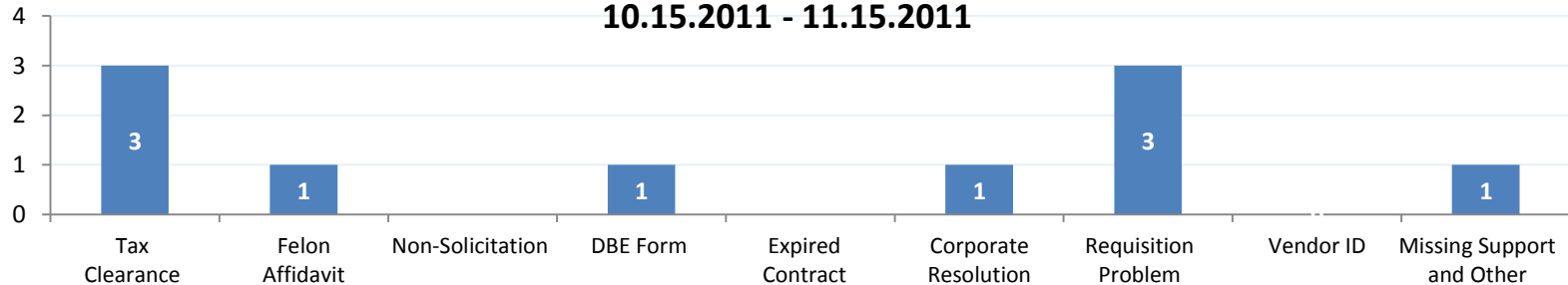
Number of contracts rejected/returned during the period remain under 10

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



11.15.2011	
Department	Total
NOPD	3
Defense Base Clousure and Realignment Comission	1
Health	1
Law	1
Library	1
NORD	1
Register Voters	1
Grand Total	9

**Reasons for Contracts Returned or Rejected by Either Approval Level or Law Department
10.15.2011 - 11.15.2011**



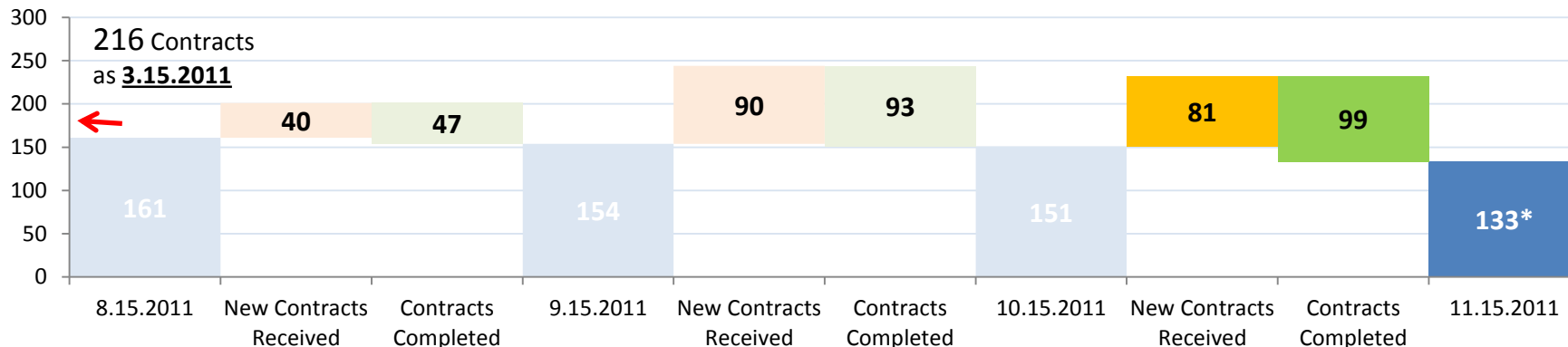
Note: 9 items were rejected during the period. However, the rejections were the result of multiple reasons.

Source : Law Department 11.15.2011 and ECMS System

Contracts : All Contracts in Process as of 11.15.2011

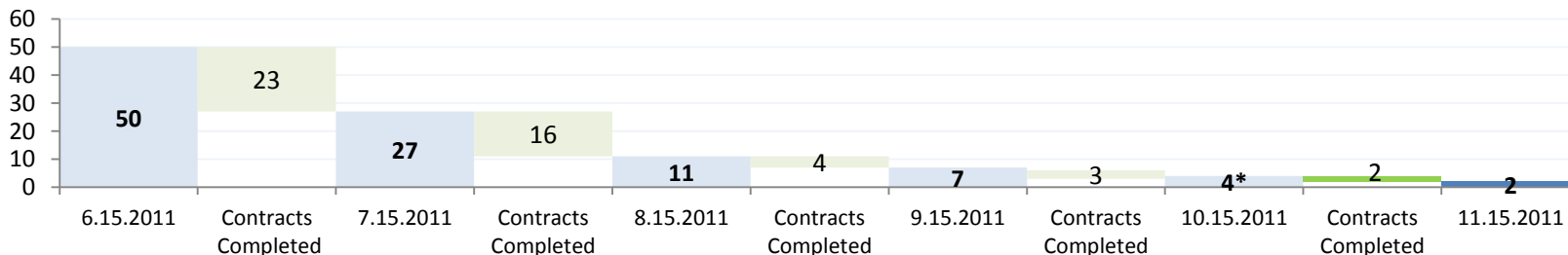
(Legal Review, CAO, City Attorney, Executive Counsel, Mayor/Council Approval)

All Contracts in process decreased to 133 from 151 or a 11% decrease



* The 133 tally includes all contracts in process and contract requests awaiting the Law Departments routing approval. Prior periods did not include contracts awaiting Law Department's routing approval. If those items are taken out of the tally, the number would total 127 contracts.

2 Contracts received before 4.12.2011 are still going through the review process as of 11.15.2011 (in units)



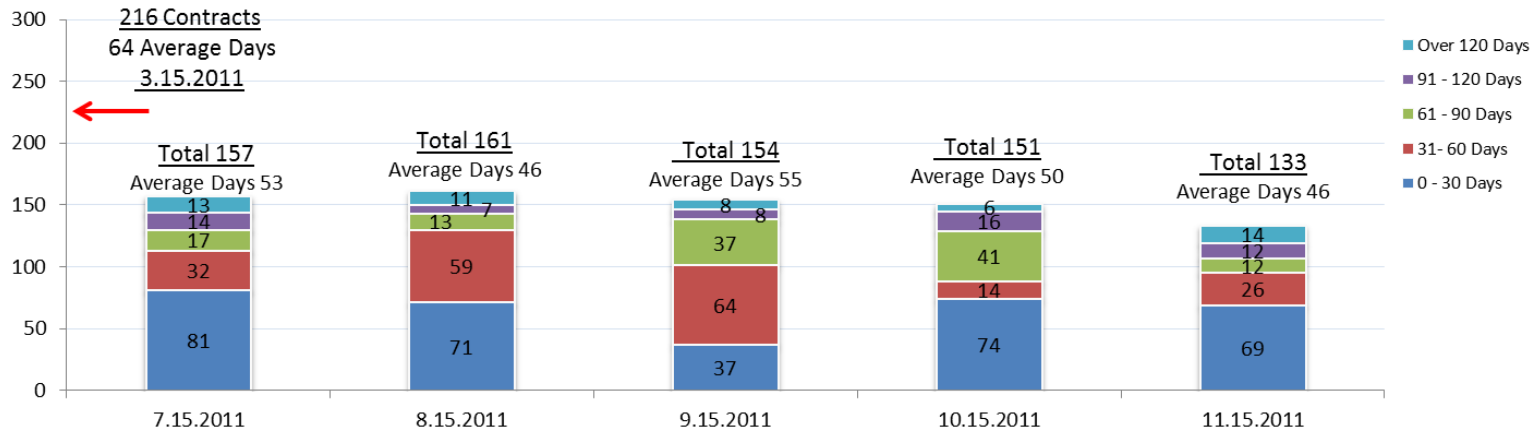
*The previous reporting period presented erroneously that only 3 contracts before 4.12 were outstanding. The correct number should have been 4

Source : Law Department 11.15.2011 and ECMS System

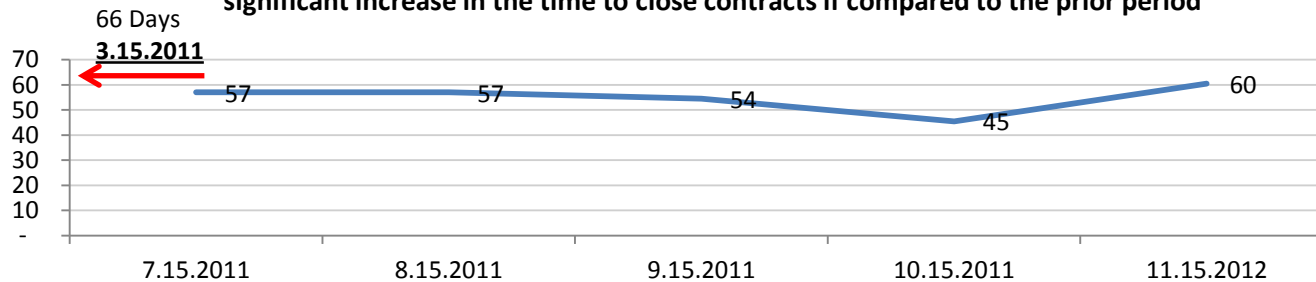
Contracts : All Contracts in Process as of 11.15.2011

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

The average age of contracts awaiting processing is 46 days



3 considerably old open contracts being processed and executed resulted in the significant increase in the time to close contracts if compared to the prior period

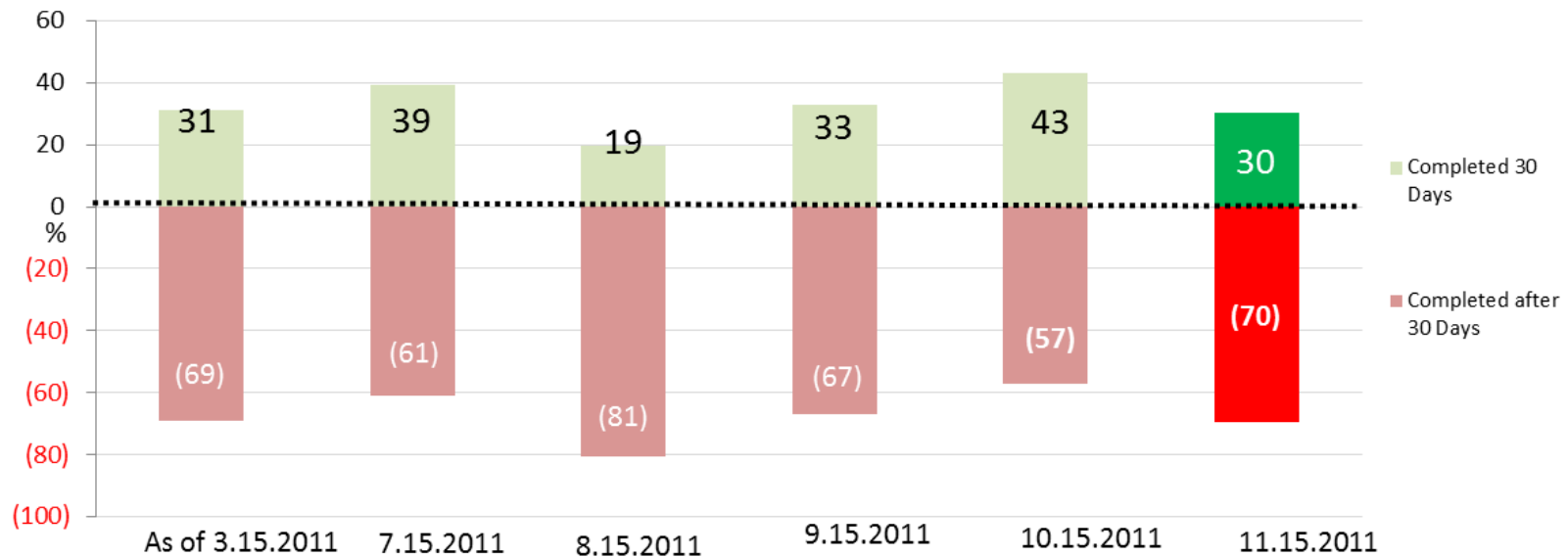


Source : Law Department 11.15.2011 and ECMS System

Contracts : All Contracts Closed between 10.16.2011 and 11.15.2011

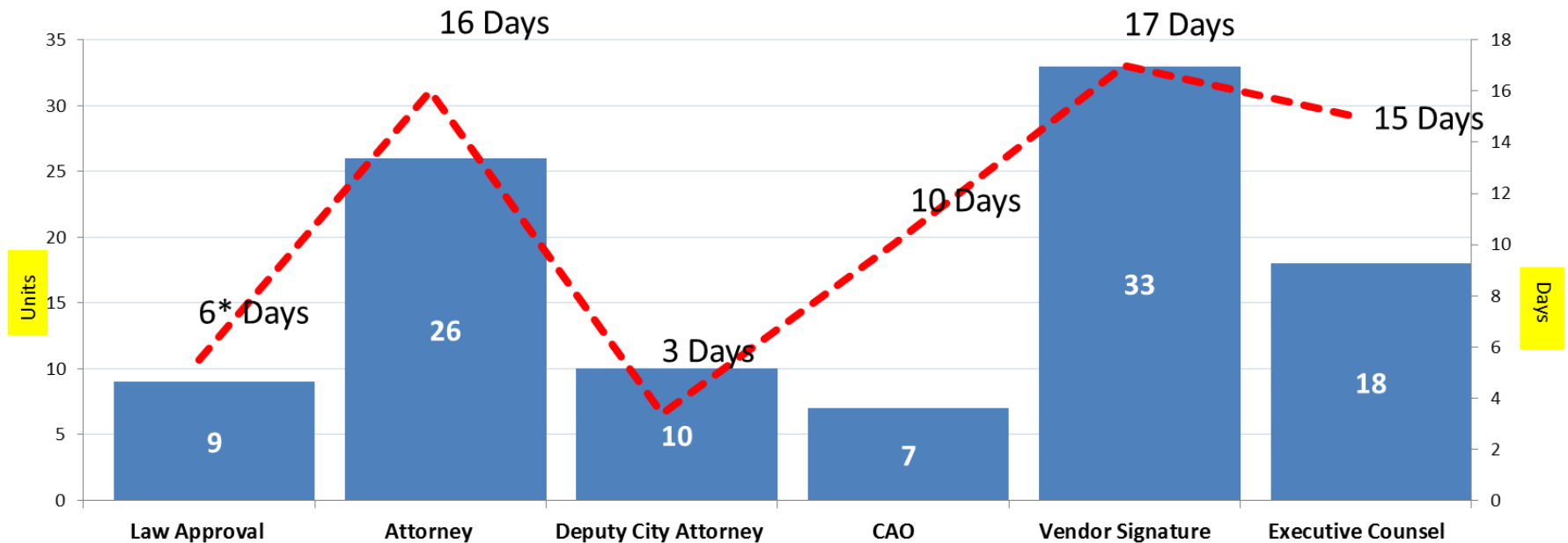
(Legal Review, CAO, City Attorney, Executive Counsel, Mayor/Council Approval)

30% of all contracts closed during the period were completed in 30 days or less, compared to 43% in the prior period



Source : Law Department 11.15.2011 and ECMS System

Of the 103 contracts in ECMS, 33 (or 32%) are awaiting vendor signature as of as of 11.15.2011 and have been waiting on average 17 days since they arrived to this stage



Source : ECMS System 11.15.2011

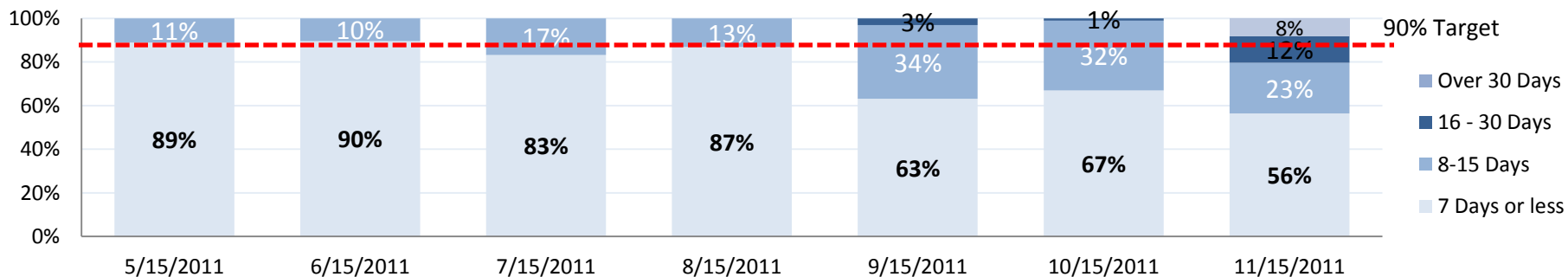
The check: Accounts payable

- 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

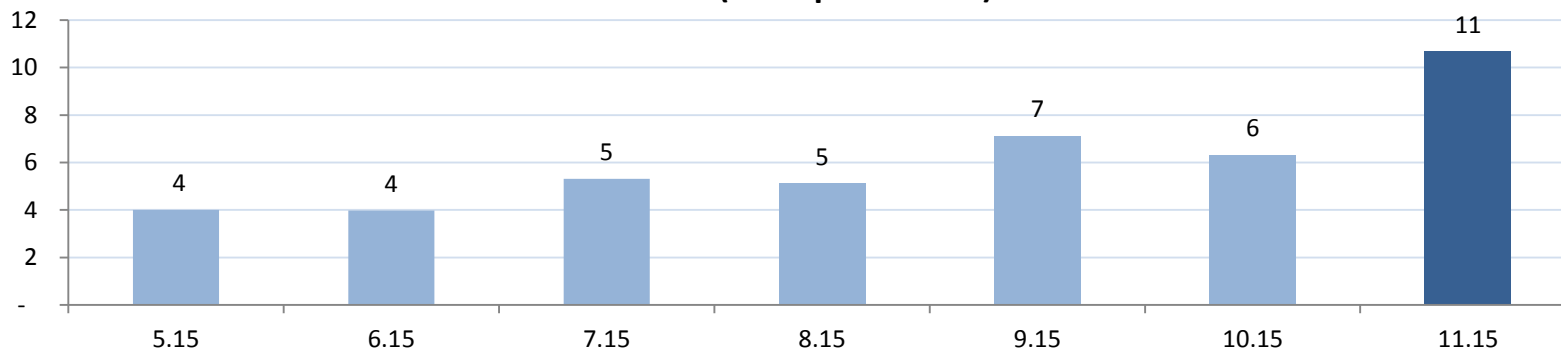
The percentage of General Fund (and agency) payments processed in 7 days or less decreased to 56%.

Working Days to Process General Funds and Agencies Check Payments by A/P Office for periods ending 5.15.2011 to 11.15.2011 (in %)

Sample 270 selections 95% confidence level +-5

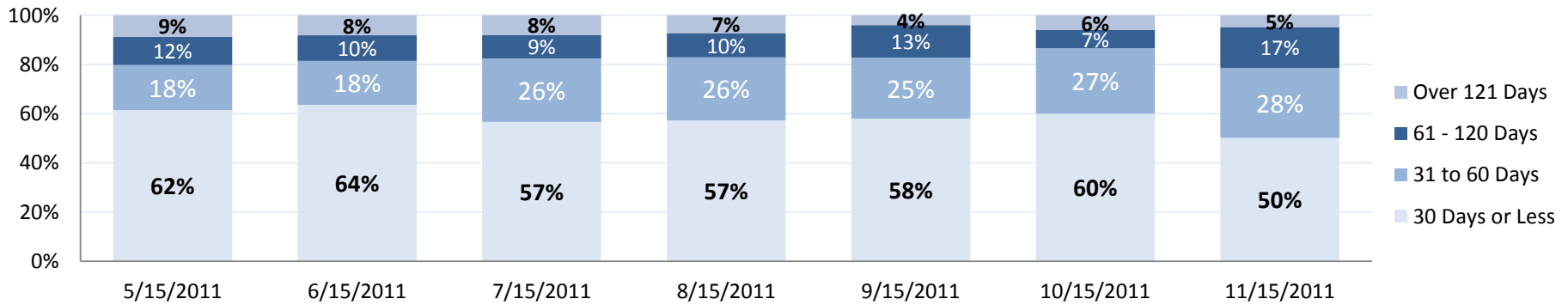


Average Number of Days to Process Invoices by A/P Department (GF Expenditures)

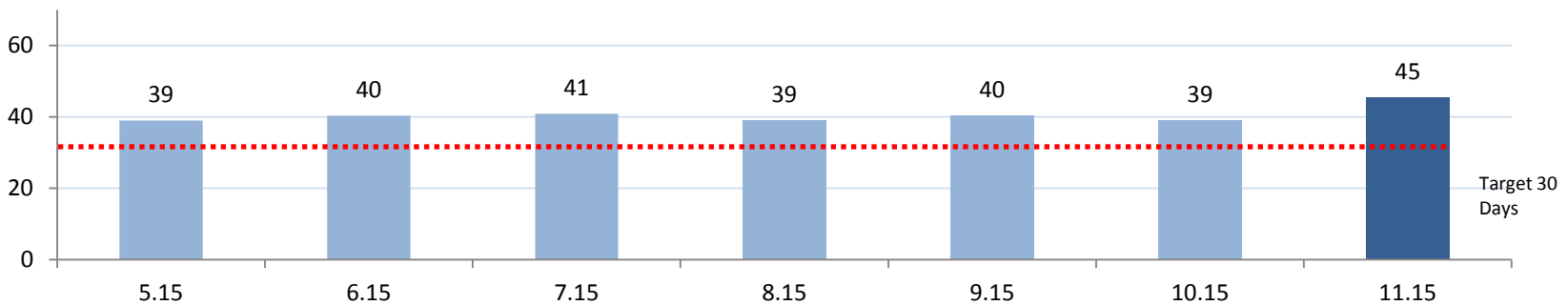


The percentage of General Fund (and agency) payments in 30 days or less increased marginally from the prior period

Percentage of Payments in Days From Invoice Date to Payment for General Fund (or Agency) Expenditures for Periods Ending 5.15.2011 to 11.15.2011 (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

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
NORDC	2	1	1			4
Coroner					3(***)	3
Economic Development		1	2			3
EMS		1			2(**)	3
Mosquito	(*)		(*)	1		3
Total						

(*) Dispute with the vendor regarding wrong invoice or PO. Also, department did not reach out to vendor regarding the problem in a timely fashion

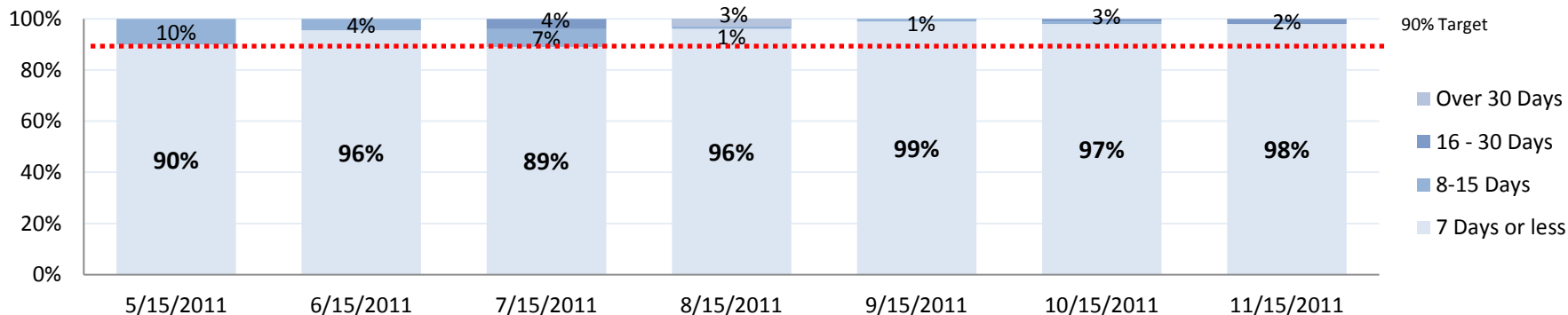
(**) Invoice date precedes requisition date and PO date.

(***) Payments could not be processed as funding for payment was not available

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 5.15.2011 to 11.15.2011 (in %)

Sample 100 selections 90% confidence level +/-10



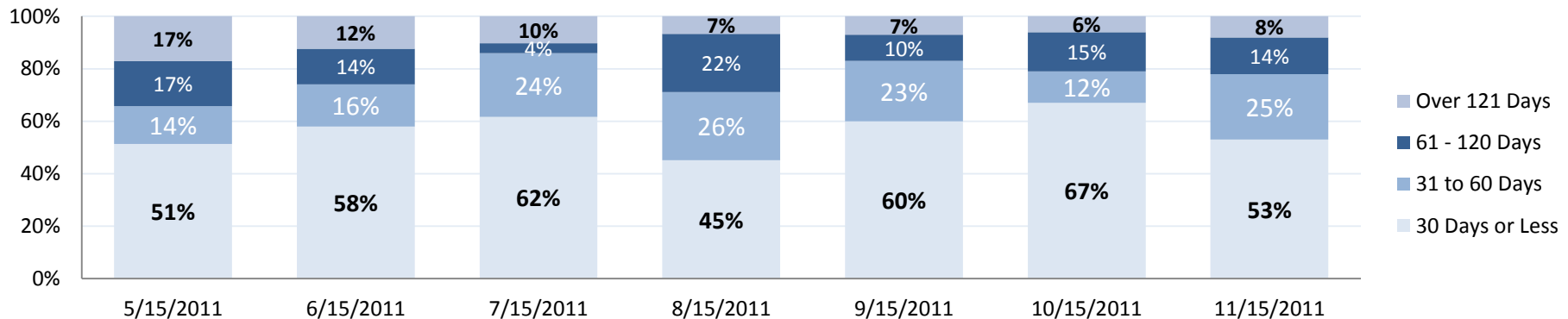
Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)



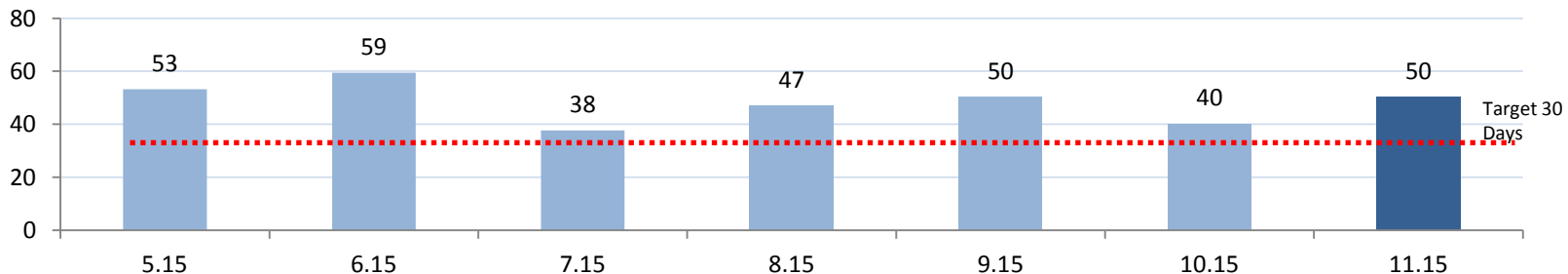
The Percentage of capital and grant payments made in 30 days or less from invoice date decreased to 53% from 67% in the prior period

Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 5.15.2011 to 11.15.2011 (in %)

Sample 100 selections 90% confidence level +/-10



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



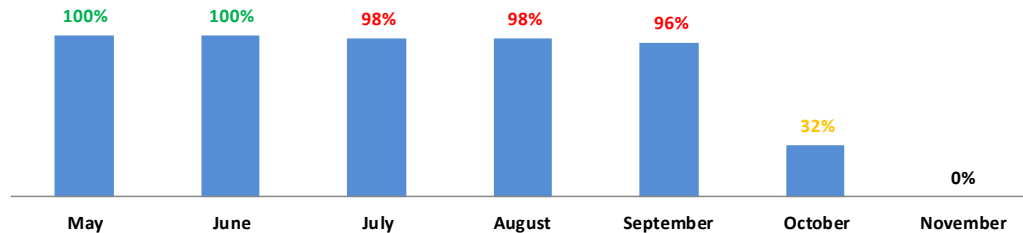
Capital and Grant Expenditures : A significant portion of payments made over 60 days from invoice date were the result of disputes with the vendor and invoices not being processed in a timely fashion

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
DPW	5	2				7
Health		1	4		1(*)	6
Capital Projects	3	1				4
Total						

(*) Payments could not be processed as notice of grant award was delayed

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

Invoices Paid as a % of Invoices Received per Month as of 11.15.2011
(invoices received during the month) Avg 84 invoices per Mon



Location of Invoices that Remain Outstanding

Process	Before May	May	June	July	August	September	October	November
PM to Owning Department				1	1	3	1	1
Owning Dep. Review and Approval	1							
Owning Dep. To Accounting	1				1		1	2
Approved by Accounting							3	12
Accounting to OCD Fiscal Unit							1	16
OCD Fiscal to State Consultant								
State Consultant to State DRU							7	20
State DRU to State Finance							19	3
State Finance to City's Account							23	
Payment Clears City Bank								
Vendor Paid	3							

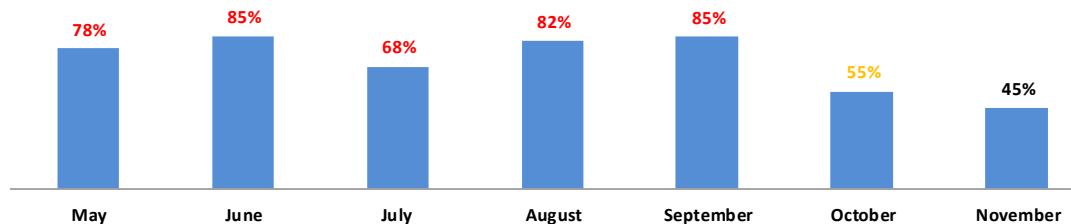
Over 60 days

Over 30 days

Reasons for Delay	Before May	May	June	July	August	September	October	November
Dispute with the vendor	2				1			
Goods Received at a Later date later / Services were not rendered								
Invoice was misplaced / Not processed timely								
Contract being processed				1		3		
Other					1			
Paid	3							

A significant number of DPW 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 11.15.2011
(invoices received during the month) Avg 20 invoices per Mon



Location of Invoices that Remain Outstanding								
Process	Before May	May	June	July	August	September	October	November
DPW to PM								
PM to Approve	6	3		3	3	2	1	1
PM Approval to DPW Fiscal	10	2	2	1			3	
DPW Fiscal to Create Receiver	7		2	2		1	6	5
Receiver Creation to Finance								
City to Cut Check								
City Check to be Release								

Over 60 days

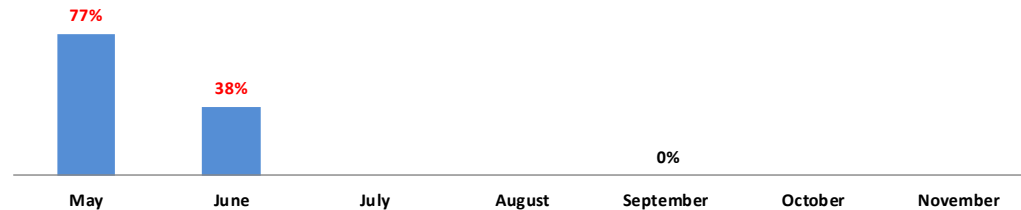
Over 30 days

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	9	3	2	5	3	2		
Other								
Plan Change Needed						1		
Paid	14	2	2	1				

Information obtained from Quickbase (DPW Department) 11.19.2011

A few DPW invoices paid through the revolver remain unpaid

Invoices Paid as a % of Invoices Received per Month as of 11.15.2011
(invoices received during the month) Avg 11invoices per Mon



Location of Invoices that Remain Outstanding								
Process	Before May	May	June	July	August	September	October	November
DRC Receipt to Transmittal to DPW								
Transmittal to DPW to Receipt in DPW								
Receipt in DPW to Project Manager								
PM to Approve								
PM to Approve to DPW Fiscal								
DPW Fiscal to Create Receiver		1	2	1				
Receiver Creation to DPW Approval								
DPW Approval to Finance		3	4			3		
Finance to Receive								
Finance to Send to State								
State to Send to Hancock Bank								
Hancock Bank to Send Check Copy								

Over 60 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						
Paid	1	3	4			3		

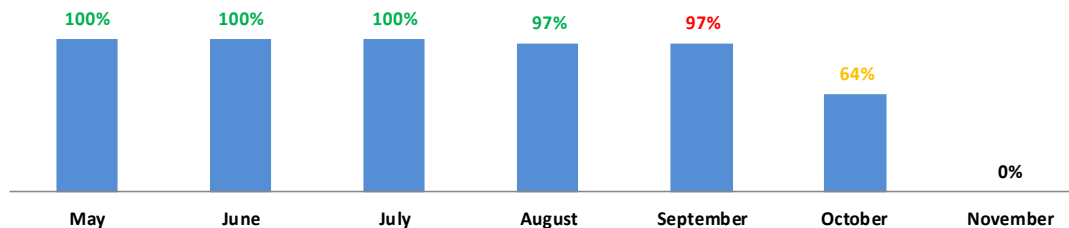
Only 2 of the total drainage point repair invoices are reflected herein "Other Category".

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

Information obtained from Quickbase (DPW Department) 11.19.2011

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

Invoices Paid as a % of Invoices Received per Month as of 11.15.2011
(invoices received during the month) Avg 28 invoices Mon.



Location of Invoices that Remain Outstanding								
Process Step	Before May	May	June	July	August	September	October	November
PM To Approve								
CPA to Create Receiver								
CPA to Finance								
Finance to Receive								
City to Cut Check					1	1	4	6
City Check Cut to Release							10	4

Over 60 days

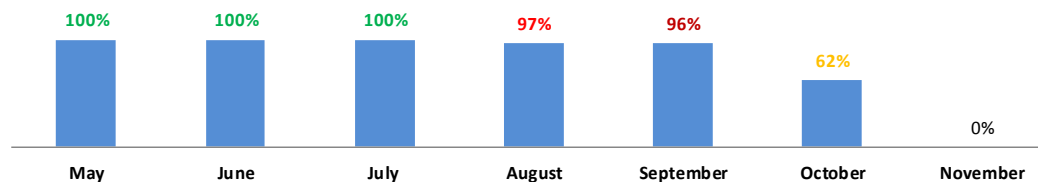
Over 30 days

Reasons for Delay	Before May	May	June	July	August	September	October	November
Dispute with the vendor								
Goods Received at a Later date later / Services were not rendered								
Invoice was misplaced / Not processed timely						1		
Contract being processed								
Other								
Paid					1			

Information obtained from Quickbase (Capital Projects Department) 11.19.2011

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 11.15.2011
(invoices received during the month) Avg 31 invoices per Mon



Location of Invoices that Remain Outstanding								
Process	Before May	May	June	July	August	September	October	November
PM To Approve	3							
CPA to Create Receiver								
CPA to Finance	1							
Finance to Receive								
Finance to Send State	2							4
State to Send to Hancock Bank					1	1	8	15
Hancock Bank to Send Check Copy								

Over 60 days

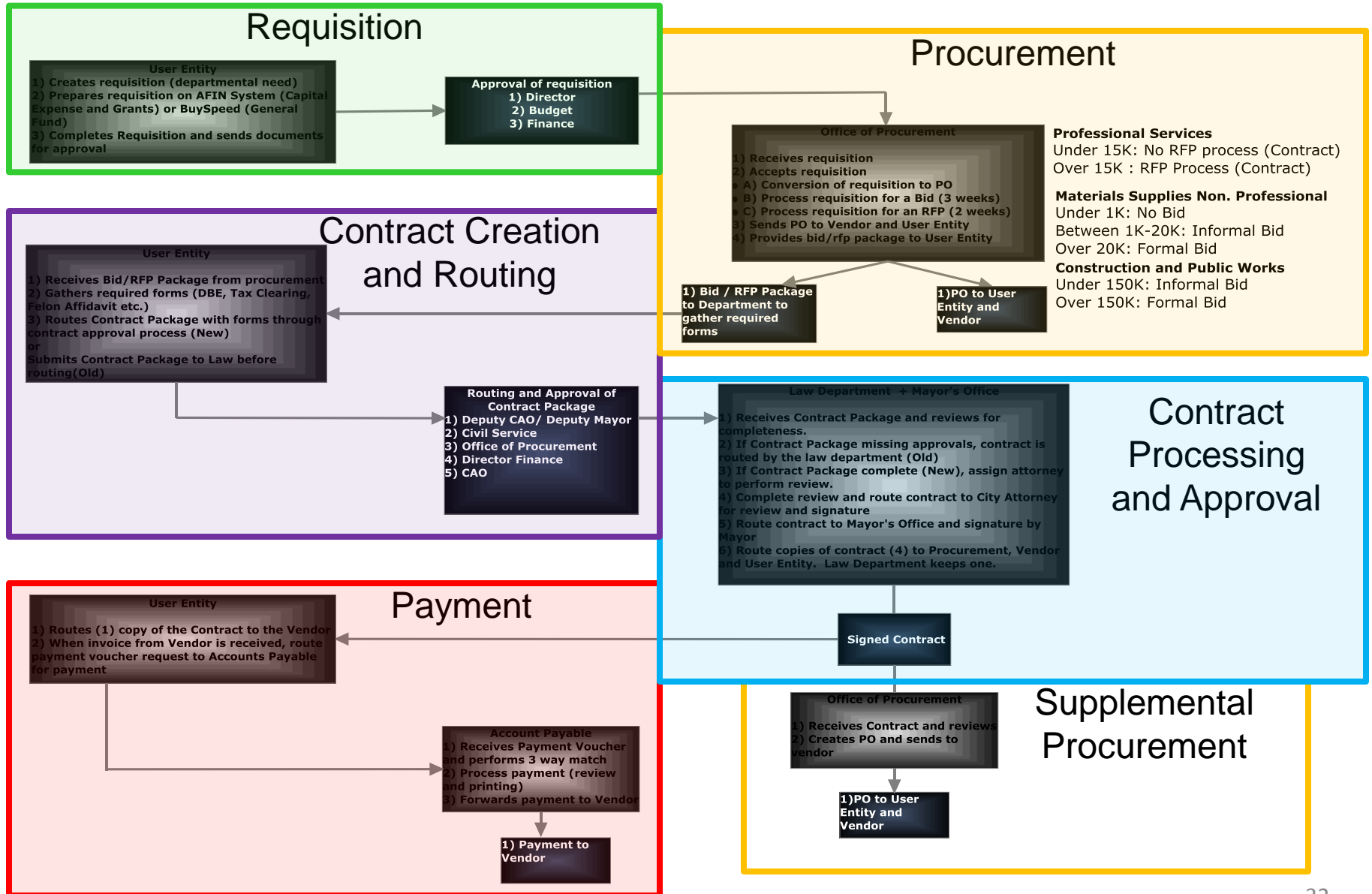
Over 30 days

Reasons for Delay								
Dispute with the vendor	6							
Goods Received at a Later date later / Services were not rendered								
Invoice was misplaced / Not processed timely								
Contract being processed								
Other								
Paid					1	1		

Information obtained from Quickbase (Capital Projects Department) 11.19.2011

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?