



CITY OF NEW ORLEANS

ReqtoCheck**STAT**

*Reporting Period: August 15- September 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.

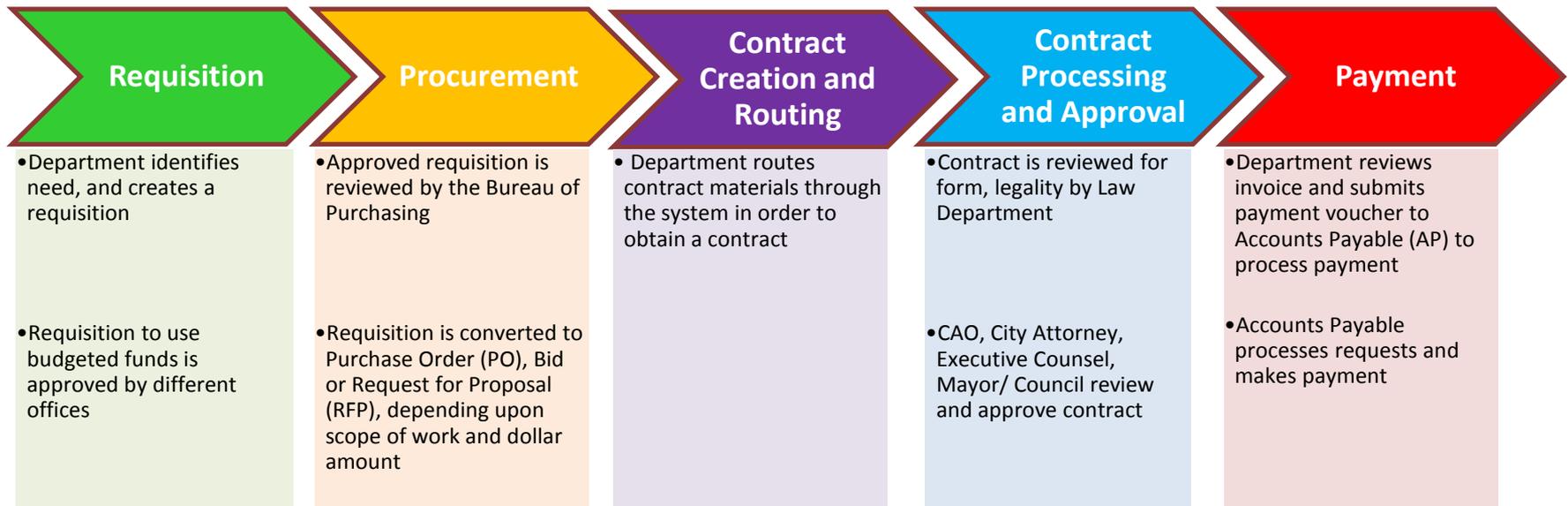
## **What is ReqtoCheckStat?**

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\*



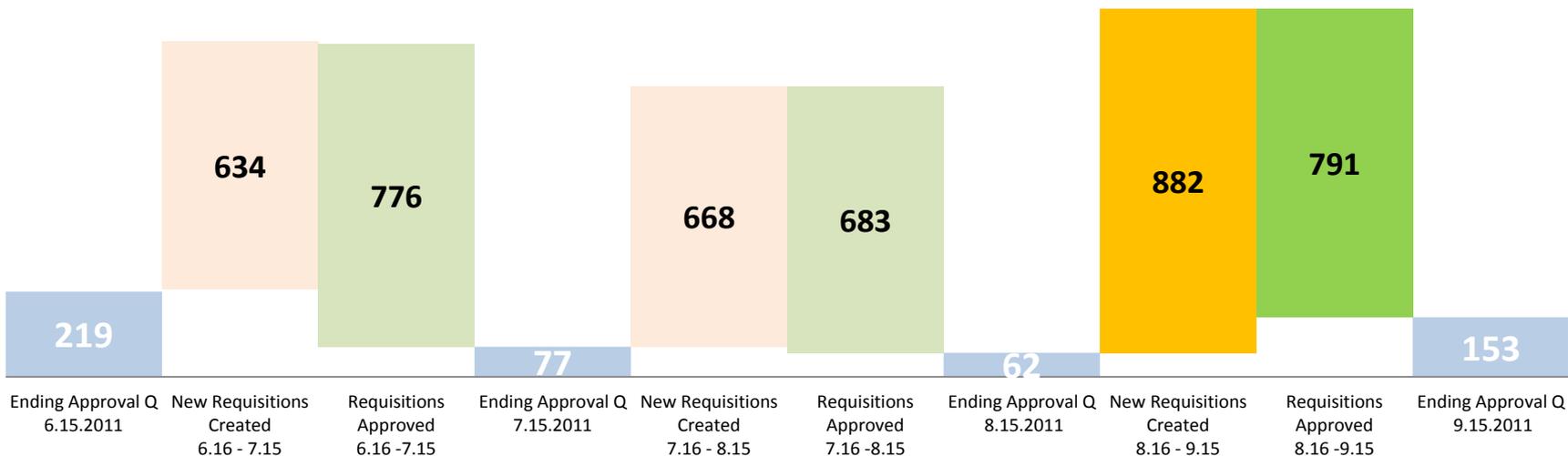
\*See a more detailed process map on slide 32



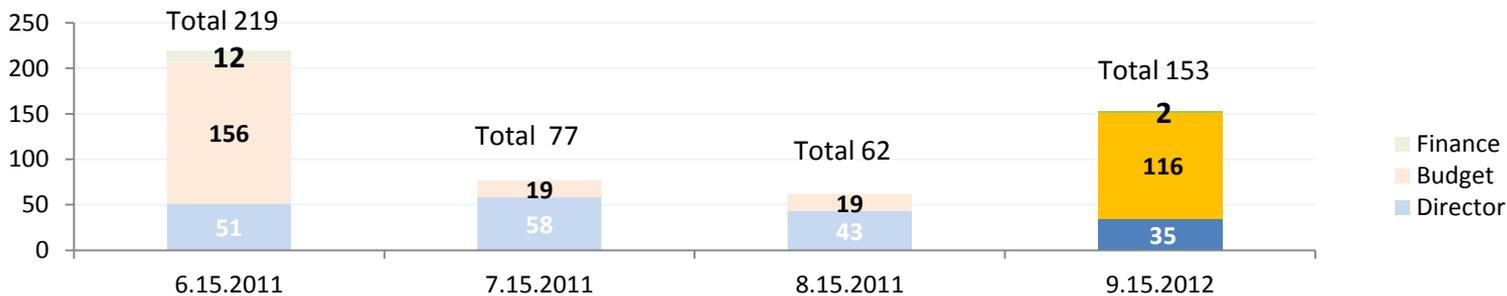
# Requisition Approval

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

### Queue of requisitions awaiting approval increased by 140% from the prior period



### 75% of requisitions awaiting approval were located in the Budget Department

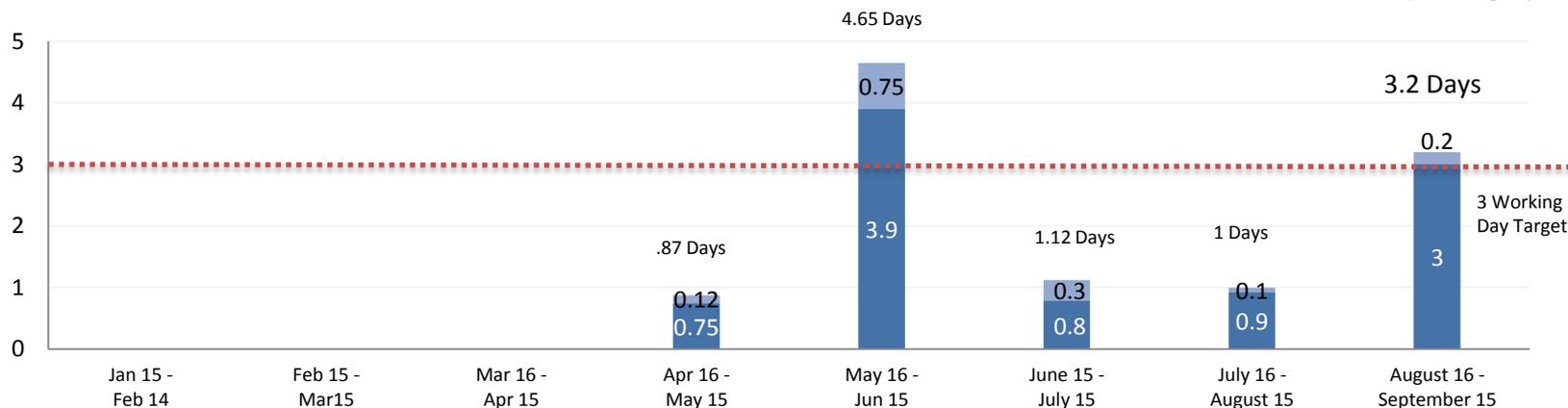


Source : Obtained from BuySpeed System and evaluated by the Office of Performance and Accountability 9.15.2011

## Average time to approve requisitions increased from 1 day in the prior period to over 3 days in the current period

This is a result of an increase in Budget's approval time

- Finance (1 Working Day Target)
- Budget (2 Working Day Target)



Budget						
Approval Distribution by Period						
Days to Approve	5.15.2011	6.15.2011	7.15.2012	8.15.2011	9.15.2011	Change
2 or less	90%	55%	90%	91%	71%	-20%
3 Days	5%	9%	5%	5%	2%	-3%
4-5 Days	2%	6%	4%	4%	8%	4%
6-10 Days	3%	18%	1%	0%	12%	12%
11-15 Days	0%	12%	0%	0%	5%	5%
Over 15 Days	0%	1%	0%	0%	1%	1%

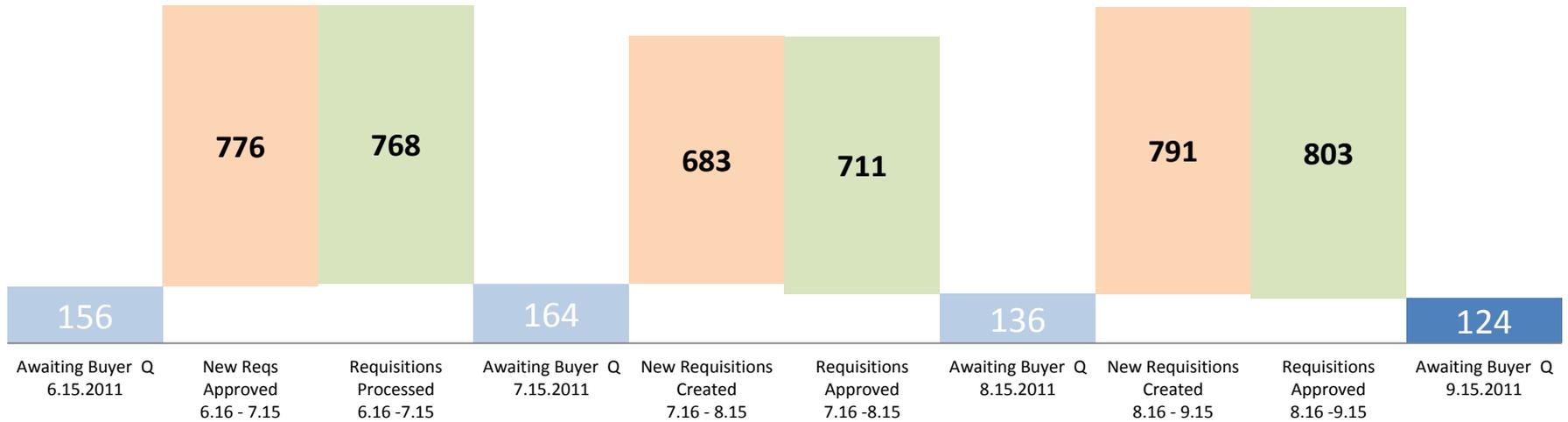
Finance						
Approval Distribution by Period						
Days to Approve	5.15.2011	6.15.2011	7.15.2012	8.15.2011	9.15.2011	Change
1 or less	98%	86%	95%	100%	100%	0%
2 Days	2%	4%	5%	0%	0%	0%
3-5 Days	0%	10%	0%	0%	0%	0%
6-10 Days	0%	0%	0%	0%	0%	0%
11-15 Days	0%	0%	0%	0%	0%	0%
Over 15 Days	0%	0%	0%	0%	0%	0%



# Requisition to Procurement

- Processing of Requisition by Bureau of Purchasing
- Status of Requisitions Awaiting Buyer Response
- Status of Requests for Proposals
- Status of Bids

### Queue of requisitions awaiting Bureau of Purchasing processing decreased by 9% despite higher volume



Status of Reqs Awaiting Buyer Processing	
9.15.2011	
Status	Count
Awaiting Contract	52
Processed	36
Waiting for Support (Specs or Other )	24
Canceled	7
Error (Over Budget or System Error)	3
Encumbrance	2
<b>Grand Total</b>	<b>124</b>

Source : Obtained from BuySpeed System and Bureau of Purchasing 9.15.2011 and 9.27.2011

**19% of requisitions awaiting Bureau of Purchasing action are waiting for support documentation from departments**

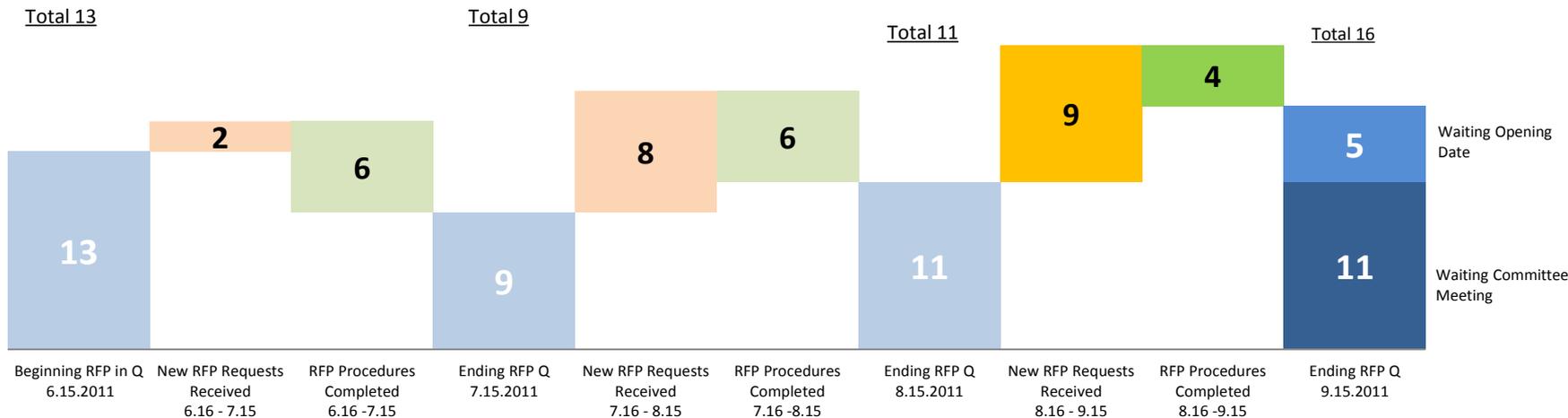
Waiting for Support (Specs or Other)	
Department	Count
Recreation	7
City Council	4
Aviation	3
CAO	2
Intergovernmental Relations	2
Capital Projects	1
Civil Service	1
Finance	1
Mosquito & Termite Control	1
NOPD	1
DPW	1
<b>Grand Total</b>	<b>24</b>

**41% of requisitions awaiting Bureau of Purchasing action are waiting for contracts**

Awaiting Contract	
Department	Count
DPW	12
Law	11
Mayor	6
CAO	4
EMD	4
Parks	4
Finance	2
Police	2
Aviation	1
Capital Projects	1
Civil Service	1
Human Services	1
ITI	1
Library	1
Recreation	1
<b>Grand Total</b>	<b>52</b>

**Note:** Includes contracts currently being processed and contracts executed that have not been provided to the Bureau of Purchasing for further processing

### Approximately 69% of RFPs in Queue as of 9.15.2011 were waiting for the committee meeting to take place



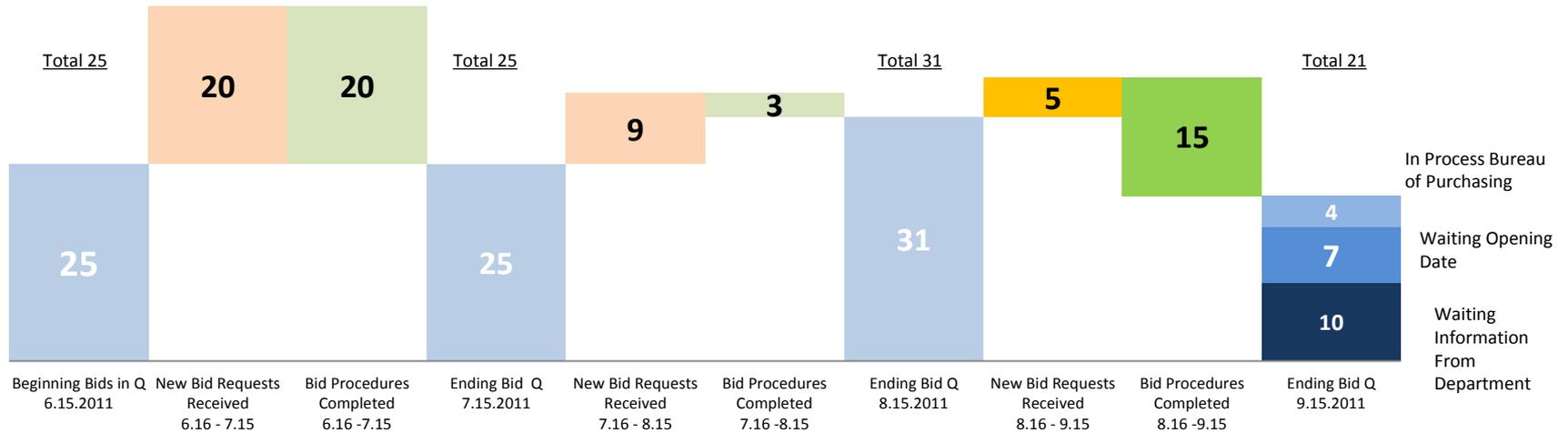
Number of Proposals Received per RFP	
Over 10 Proposals received	75%
3 to 10 Proposals Received	0%
3 or less Proposals Received	25%

Proposals received for RFPs closed during the period

Waiting on Committee Meeting	Opened
EMD : Fleet Management Information System	6/13/2011
NOPD : Laboratory Information Management System	8/31/2011
NOPD : Web-based Policy Content	8/30/2011
AVIATION BOARD: Onsite ATM Concession	8/31/2011
MAYOR'S OFFICE : Blight and Neighborhood Revitalization	9/9/2011
URBAN DEVELOPMENT: Online Auction services	9/8/2011
URBAN DEVELOPMENT: NO East Redevelopment Opportunity	9/12/2011
HEALTH DEPARTMENT: Medical Billing Service	8/31/2011
PUBLIC WORKS : Geotechnical Engineering & Material Testing Services Pool	9/12/2011
FINANCE: Retirement Banking Custody Services	9/9/2011
FINANCE: Retirement Five-Year Actuarial Study	9/9/2011

Source : Bureau of Purchasing 9.15.2011

### 48% of Bids in Queue as of 9.15.2011 were waiting for information from the departments



Number of Bid Proposals Received Per Item	
Over 10 Proposals received	0%
3 to 10 Proposals Received	47%
3 or less Proposals Received	53%

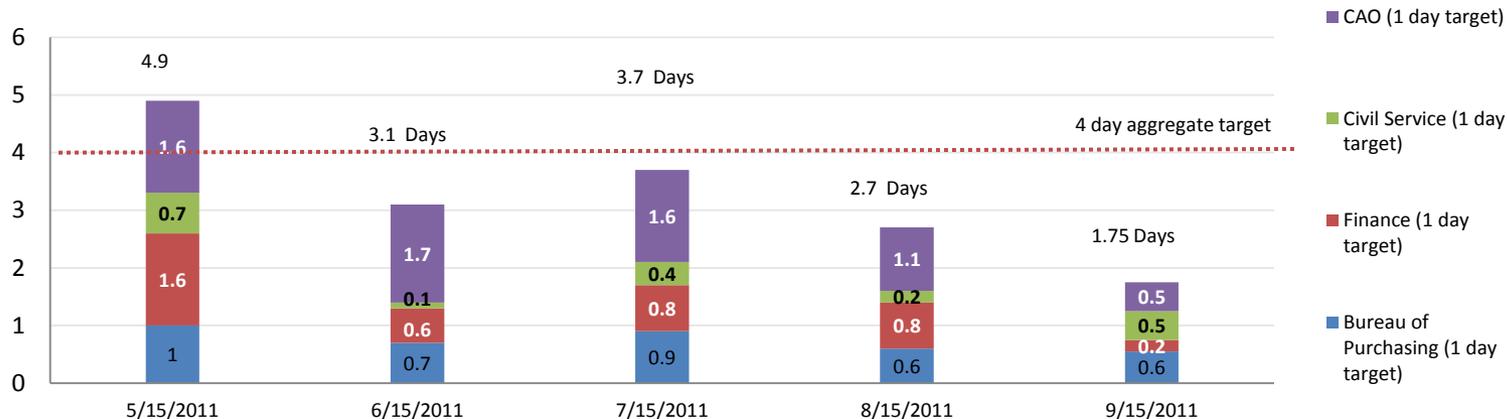
Waiting on Information from Department as of 9.15.2011	Opened
HOMELAND SECURITY : Bollards - Barriers	7/20/2011
PROPERTY MANAGEMENT : Portolet	6/16/2011
CIVIL SERVICE: City Wide Drug Collection and Screening	5/31/2011
PUBLIC WORKS: Auctioning Service	6/28/2011
PUBLIC WORKS : Press Drive	8/16/2011
PUBLIC WORKS : Bayou rd Scape	8/25/2011
N.O. AVIATION BOARD: Repair & Maintenance of Airport Info Technology Systems	8/15/2011
N.O. AVIATION BOARD : Taxiway Golf Extension	8/4/2011
N.O. AVIATION BOARD : Airport Pest Control	8/16/2011
N.O. AVIATION BOARD : Janitorial Services	4/28/2011



# Contract Package Routing

- Average Contract Routing Time

### Average time to approve routed contracts decreased by almost 1 day from the prior reporting period



CAO Distribution Approval					
Days to Approve	5.15.2011	6.15.2011	7.15.2010	8.15.2011	9.15.2011
0-1 Days	82%	49%	75%	83%	91%
2- 3 Days	12%	41%	17%	7%	7%
4-7 Days	3%	10%	6%	8%	0%
Over 8 Days	3%	0%	3%	2%	2%

Civil Service Distribution Approval					
Days to Approve	5.15.2011	6.15.2011	7.15.2010	8.15.2011	9/15/2011
0-1 Days	100%	100%	89%	93%	89%
2- 3 Days	0	0%	8%	7%	10%
4-7 Days	0	0%	3%	0%	1%
Over 8 Days	0	0%	0%	0%	0%

Finance Distribution Approval					
Days to Approve	5.15.2011	6.15.2011	7.15.2010	8.15.2011	9/15/2011
0-1 Days	83%	98%	91%	90%	95%
2- 3 Days	0	2%	9%	8%	4%
4-7 Days	17%	0%	0%	2%	1%
Over 8 Days	0	0%	0%	0%	0%

Bureau of Purchasing Distribution Approval					
Days to Approve	5.15.2011	6.15.2011	7.15.2010	8.15.2011	9.15.2011
0-1 Days	79%	91%	67%	93%	86%
2- 3 Days	15%	4%	27%	5%	13%
4-7 Days	3%	4%	6%	2%	1%
Over 8 Days	3%	0%	0%	0%	0%

Source : ECMS 9.15.2011

Requisition

Procurement

Contract Creation  
and Routing

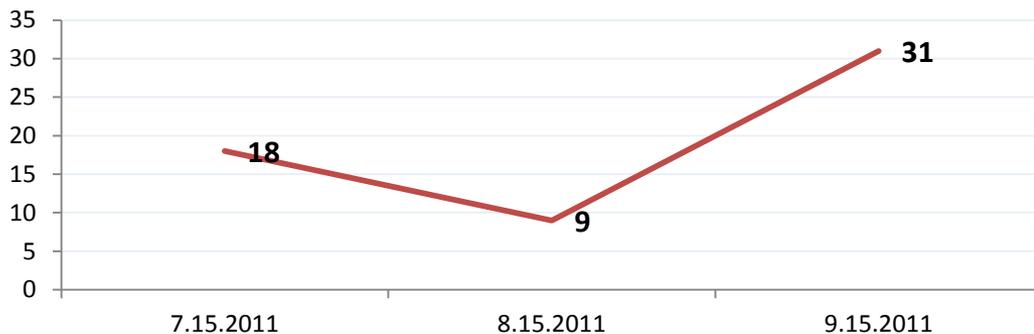
Contract  
Processing and  
Approval

Payment

# Contract Approval Process

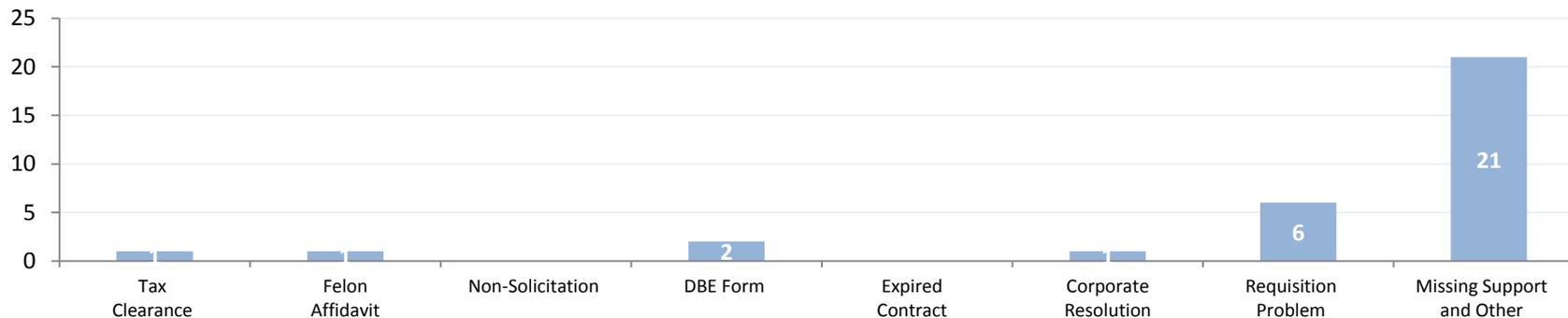
- Contract Rejections
- Contract Processing and Approval

### Number of contracts returned or rejected increased by 22 from the prior period



9.15.2011	
Department	Total
Aviation	1
Disaster CDBG	1
Fire Department	1
Homeland Security	2
Neighborhood Engagement	2
NORDC	4
Property Management	19
Yacht Harbor Corporation	1
<b>Grand Total</b>	<b>31</b>

### Main reason for rejection was absence of support documentation

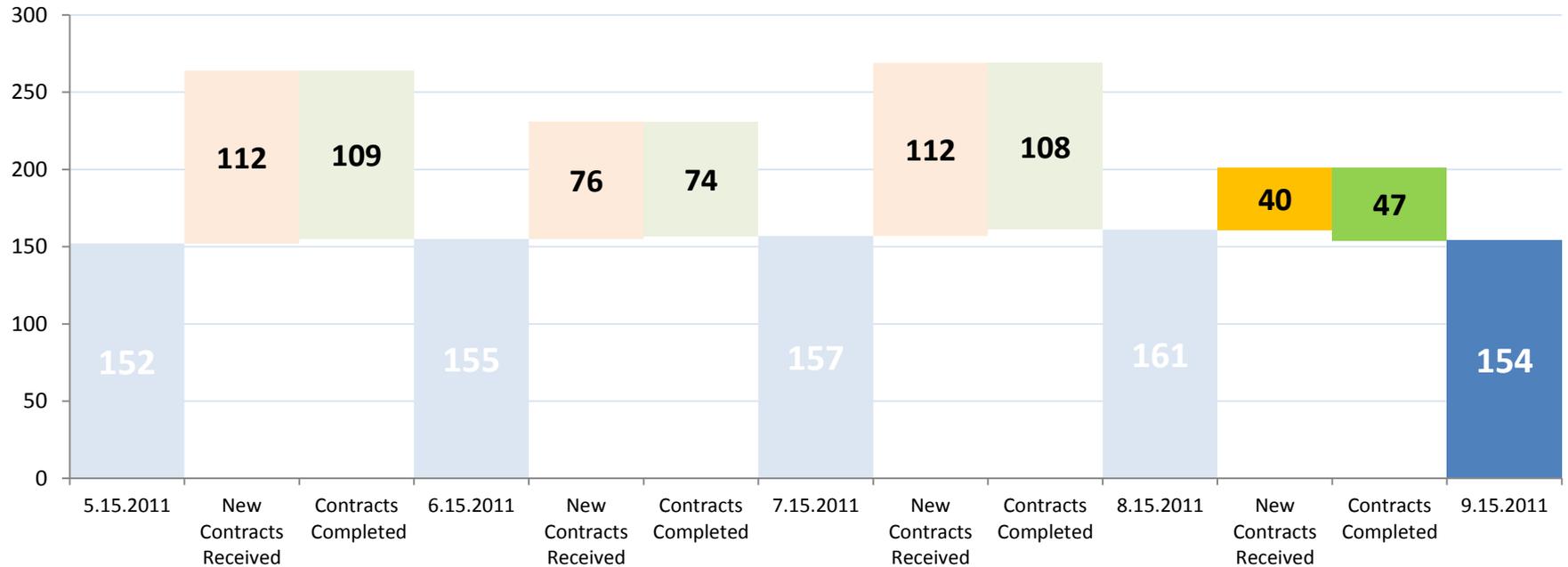


Note: While there were 31 rejections during the period, some of the rejections were the result of multiple reasons

## Contracts : All Contracts in Process as of 9.15.2011

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

Ending number of contracts in process as of 9.15.2011 decreased by 4% if compared to the prior period

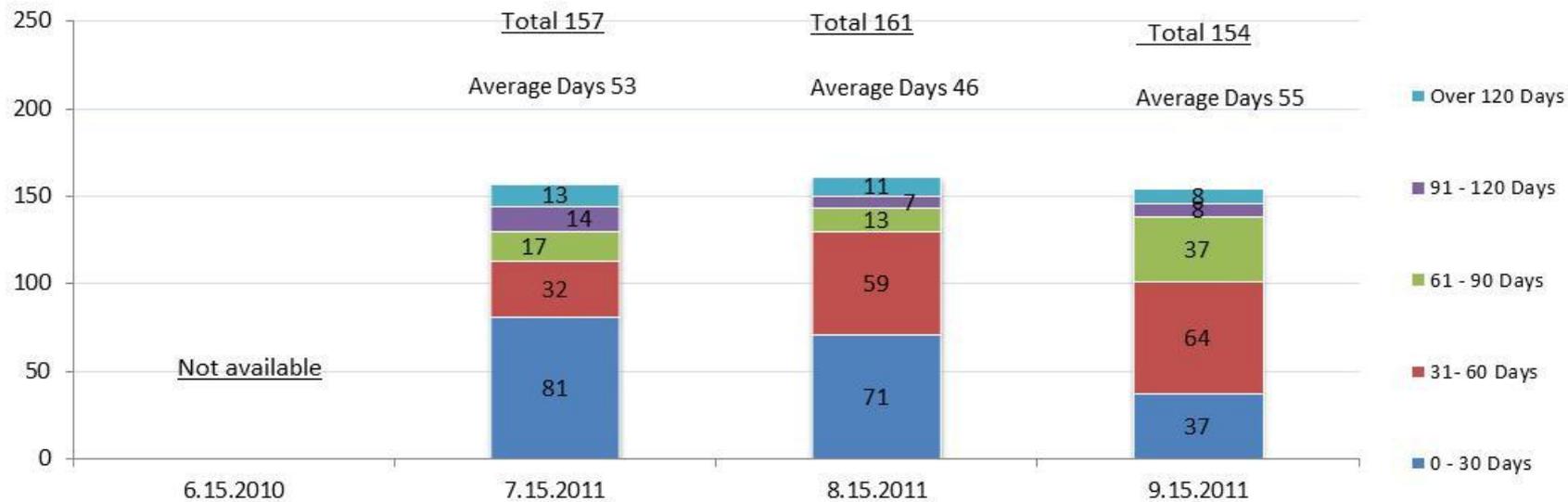


Source : Law Department 9.15.2011 and ECMS System

## Contracts : All Contracts in Process as of 9.15.2011

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

The average age of contracts awaiting processing increased from 46 to 55 days



Source : Law Department 9.15.2011 and ECMS System

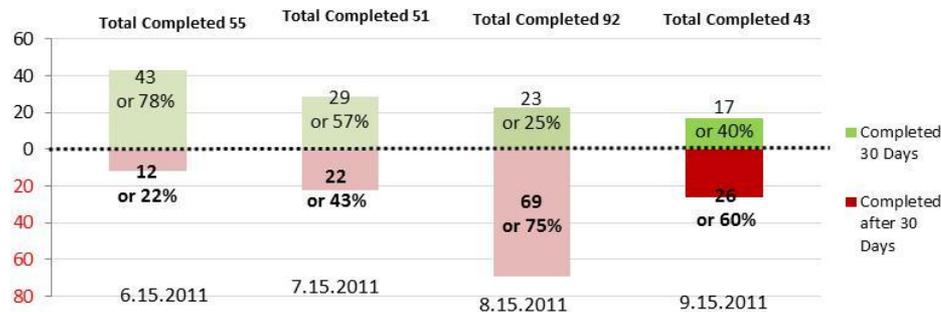
## Contracts : Submitted for processing after 4.12.2011 (After Introduction Policy Memorandum 122)

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

The number of contracts under review submitted after 4.12.2011 decreased marginally from 150 to 147 in the current period



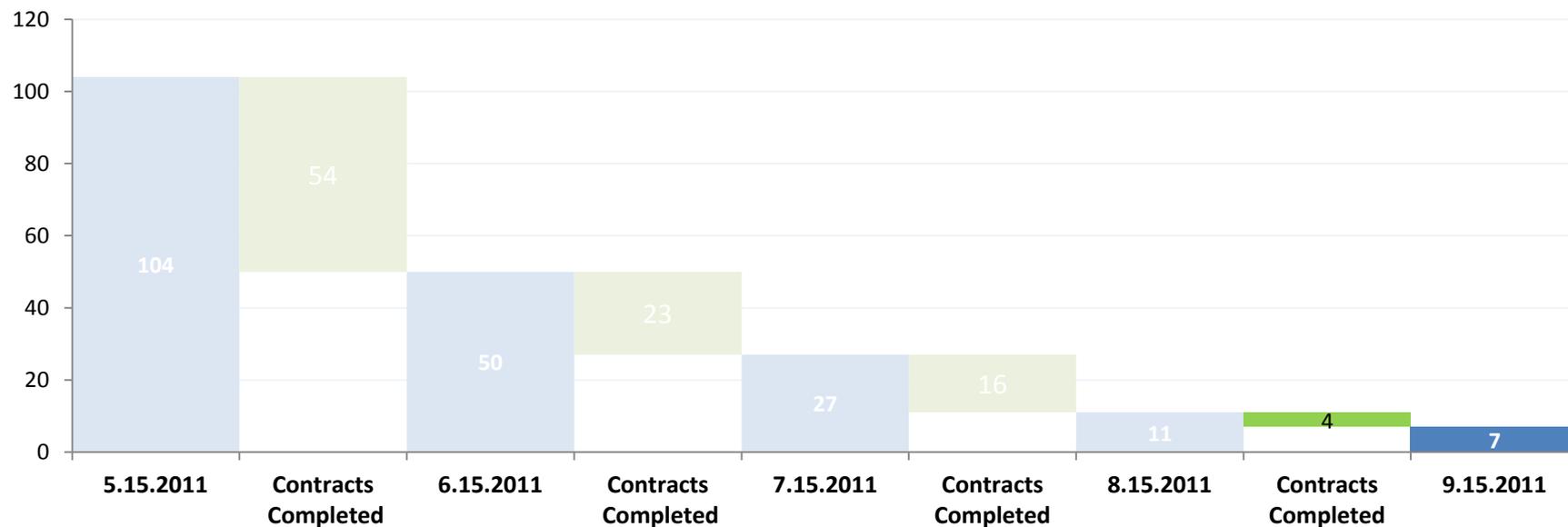
### Contracts received after 4.12.2011 processed in 30 Days or less remains under the 80% target



## Contracts : Submitted for processing before 4.12.2011 (Before Introduction Policy Memorandum 122)

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

**7 contracts submitted before 4.12.2011 are still being processed as of 9.15.2011**



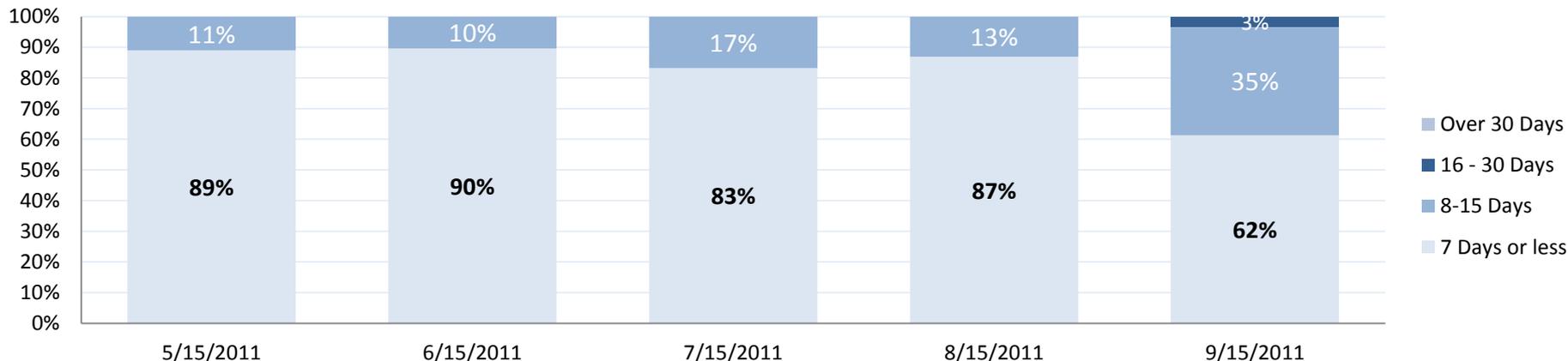
Source : Law Department 9.15.2011

# The check: Accounts payable

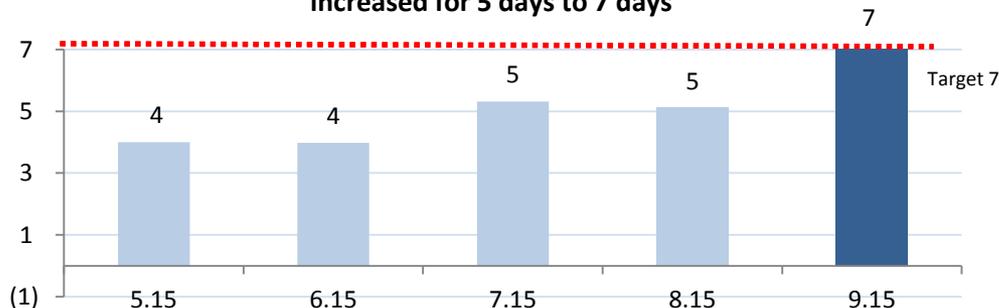
- General Fund Payments
  - Processing by Accounts Payable
  - Payment from Invoice Date
- Capital and Grants Expenditure Payments
  - Processing by Accounts Payable
  - Payment from Invoice Date
  - Detail Review (invoices in the pipeline)
    - CDBG Invoice Payments
    - DPW Payments
    - DPW Revolver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

## Percentage of General Fund and Agency payments processed by the Accounts Payable department in 7 days or less decreased from 87% to 62%.

**Working days to process General Fund and Agencies check payments by A/P office for (in %)**  
 Sample 270 selections 95% confidence level +/-5



**Average number of days to process invoices by A/P department**  
 increased for 5 days to 7 days

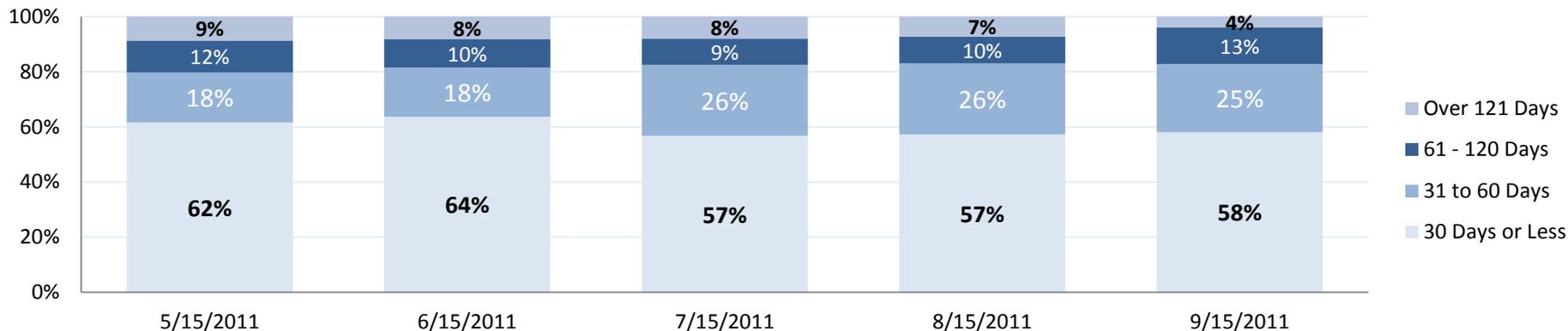


Source :Accounts Payable and Office of Performance and Accountability. Collected between 9.20.2011 and 9.26.2011

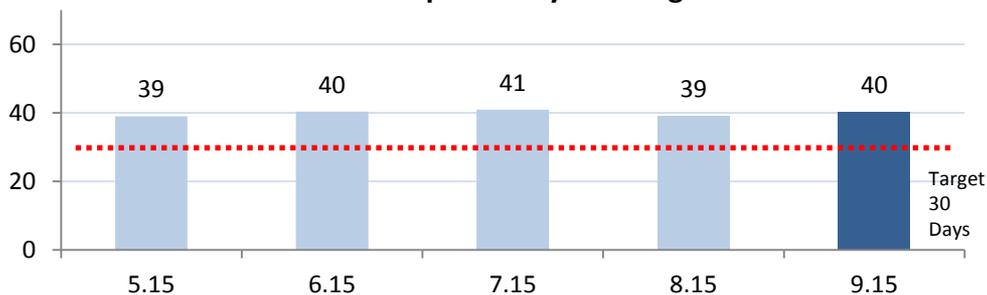
## Despite increase in Accounts Payable processing times, time to pay General Fund (Agency) invoices from invoice date remained practically unchanged.

Percentage of payments in days from invoice date to payment for General Fund expenditures

Sample 270 selections 95% confidence level +5



Average number of days to pay invoices from invoice date remained practically unchanged

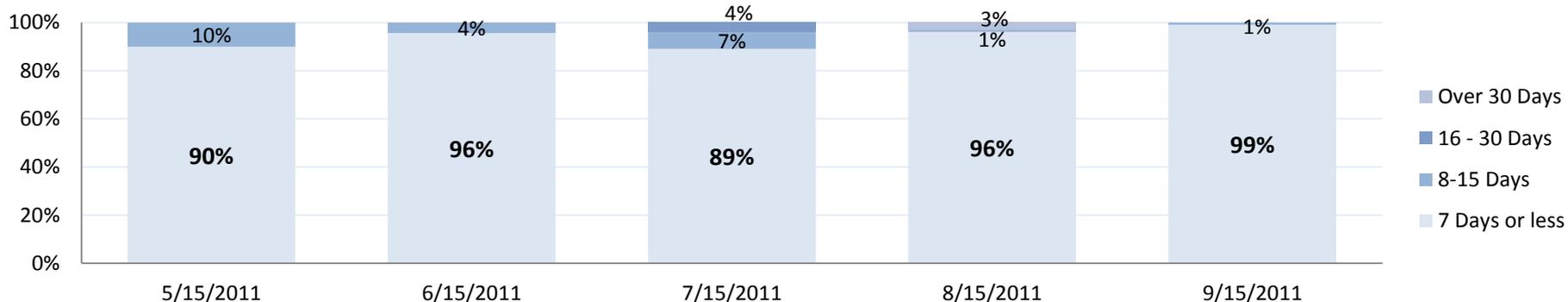


Departments with payments over 60 Days from sample	
Sanitation	5
Library	9
Property Management	3
ITI	3
EMD	5
Aviation	8

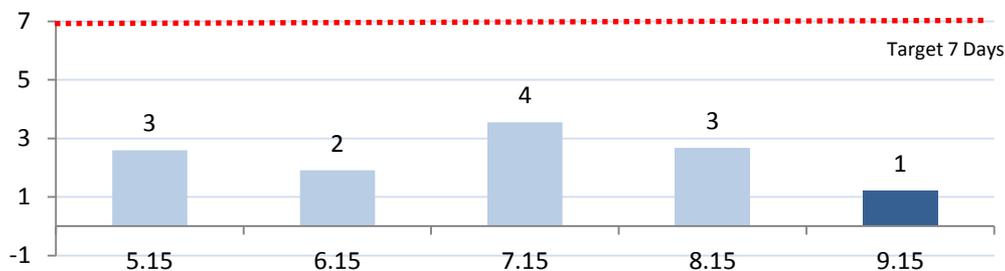
## Time to process capital and grant expenditure payments by Accounts Payable declined during the period

### Working days to process capital expenditures and grants payments by A/P office

Sample 100 selections 90% confidence level +/-10



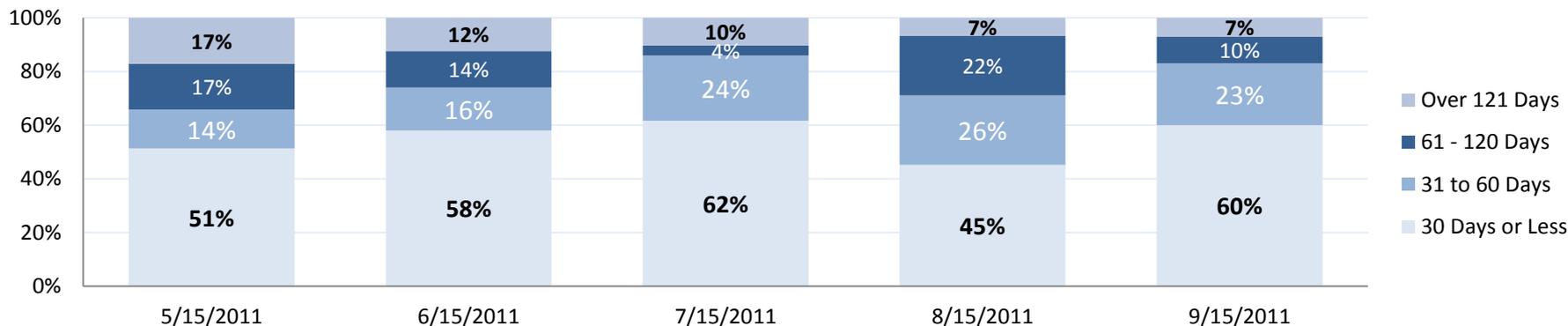
### Average number of days to process invoices by A/P department decreased from 3 to 1 day



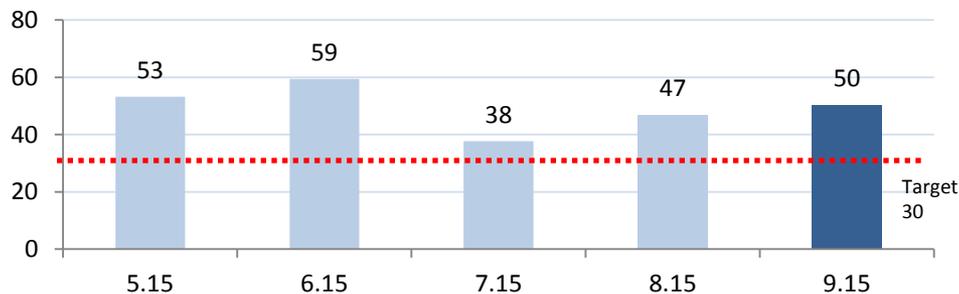
## Percentage of capital and grant payments made in 30 days or less from invoice date increased from 45% to 60% in the current period

### Percentage of payments in days from invoice date to payment for capital and grant expenditures

Sample 100 selections 90% confidence level +/-10



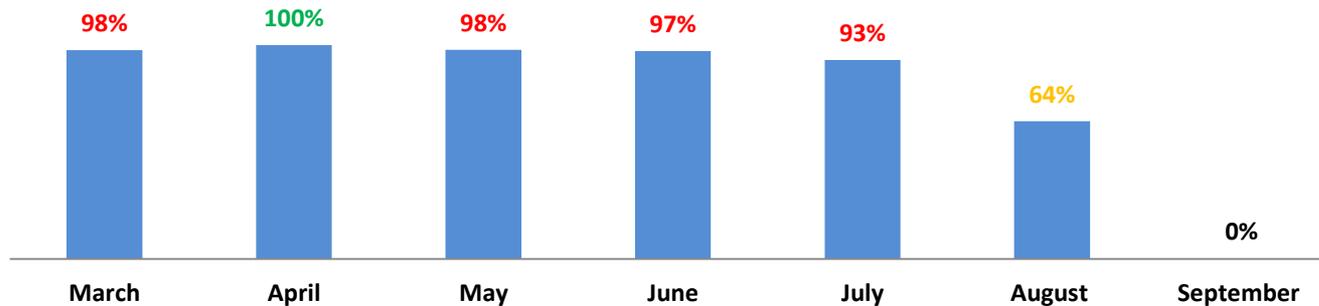
### Average number of days to pay invoices from invoice date increased from 47 to 50 days



Departments with payments over 60 Days from sample	
OCD	2
CPA	3
DPW	3
Homeland Security	4

## A number of D-CDBG Invoices remain unpaid dating back to March

Invoices Paid as a % of Invoices Received per Month as of 9.15.2011  
(invoices received during the month) Avg 93 invoices per Mon



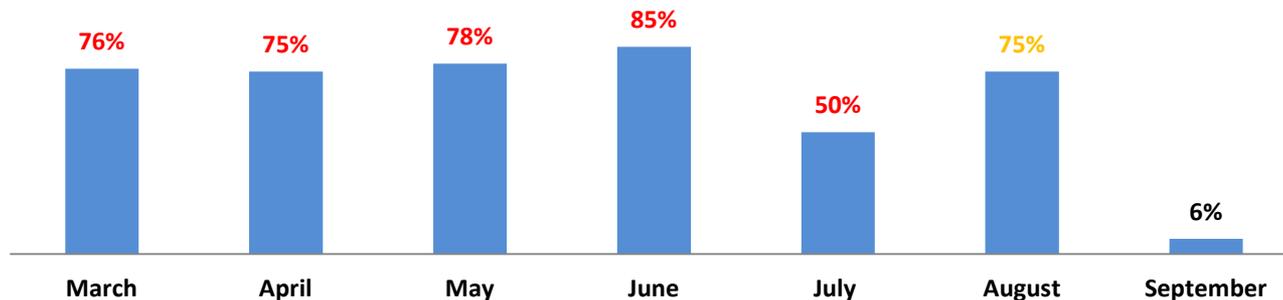
Location of Invoices that Remain Outstanding							
Process	March	April	May	June	July	August	September
PM to Owning Department						1	6
Owning Dep. Review and Approval	2						1
Owning Dep. To Accounting	2					1	
Approved by Accounting						6	5
Accounting to OCD Fiscal Unit							
OCD Fiscal to State Consultant				1	1		
State Consultant to State DRU					3	19	
State DRU to State Finance			2	3			3
State Finance to City's Account							12
Payment Clears City Bank						13	16
Vendor Paid						1	

Over 60 days

Over 30 days

## A number of DPW Invoices remain unpaid dating back to March

Invoices Paid as a % of Invoices Received per Month as of 9.15.2011  
(invoices received during the month) Avg 20 invoices per Mon



Location of Invoices that Remain Outstanding

Process	March	April	May	June	July	August	September
DPW to PM							
PM to Approve	5	5	5	2	5	3	6
PM Approval to DPW Fiscal							
DPW Fiscal to Create Receiver				2	3		7
Receiver Creation to Finance							
City to Cut Check							2
City Check to be Release					2	1	

Over 60 days

Over 30 days

Information obtained from Quickbase (DPW Department) 9.17.2011

# Only a few DPW invoices paid through the revolver remain unpaid

Invoices Paid as a % of Invoices Received per Month as of 9.15.2011  
(invoices received during the month) Avg 20 invoices per Mon



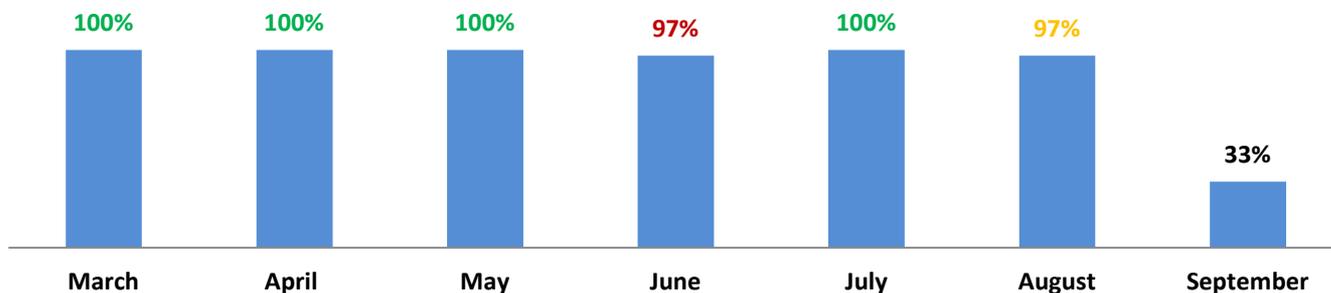
Location of Invoices that Remain Outstanding							
Process	March	April	May	June	July	August	September
DRC Receipt to Transmittal to DPW							
Transmittal to DPW to Receipt in DPW							
Receipt in DPW to Project Manager							
PM to Approve							
PM to Approve to DPW Fiscal							
DPW Fiscal to Create Receiver		1	2				
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

## Capital Projects invoices have been paid on time with the exception of two outliers

Invoices Paid as a % of Invoices Received per Month as of 9.15.2011  
(invoices received during the month) Avg 24 invoices Mon.



Location of Invoices that Remain Outstanding

Process Step	March	April	May	June	July	August	September
PM To Approve				1			1
CPA to Create Receiver							3
CPA to Finance						1	2
Finance to Receive							
City to Cut Check							3
City Check Cut to Release							1

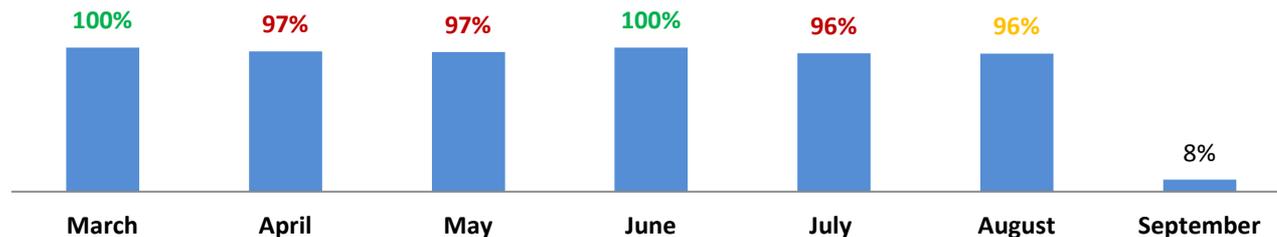
Over 60 days

Over 30 days

Information obtained from Quickbase (Capital Projects Department ) 9.17.2011

# Capital Projects invoices paid through the revolver have been paid on time with the exception of a few outliers

Invoices Paid as a % of Invoices Received per Month as of 9.15.2011  
(invoices received during the month) Avg 28 invoices per Mon



Location of Invoices that Remain Outstanding							
Process	March	April	May	June	July	August	September
PM To Approve					1		
CPA to Create Receiver							1
CPA to Finance		1					2
Finance to Receive							2
Finance to Send State							
State to Send to Hancock Bank			1			1	6
Hancock Bank to Send Check Copy							

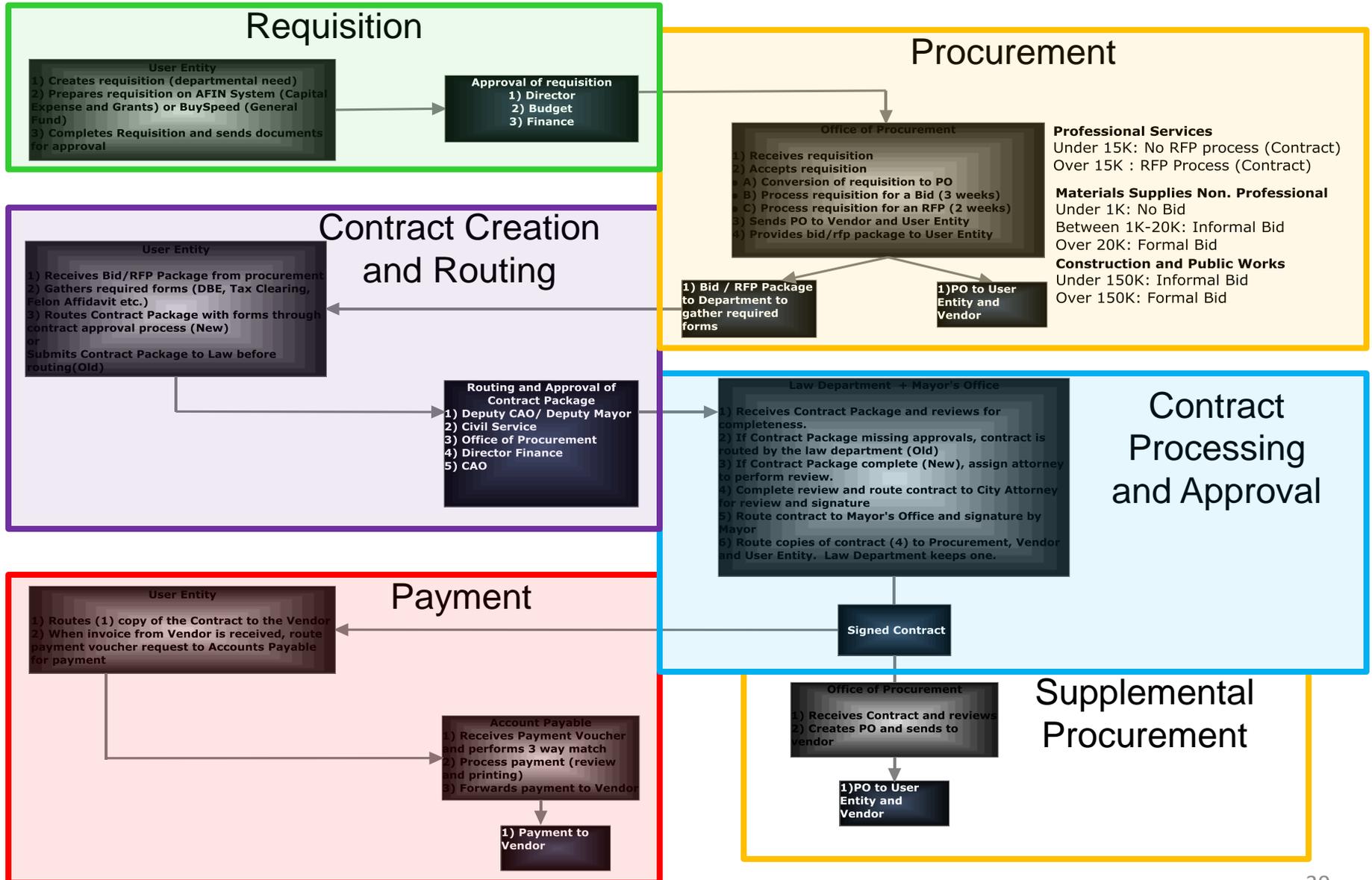
Over 60 days

Over 30 days

Information obtained from Quickbase (Capital Projects Department ) 9.17.2011

# 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?