



CITY OF NEW ORLEANS

ReqtoCheck**STAT**

*Reporting Period: September 15- October 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.

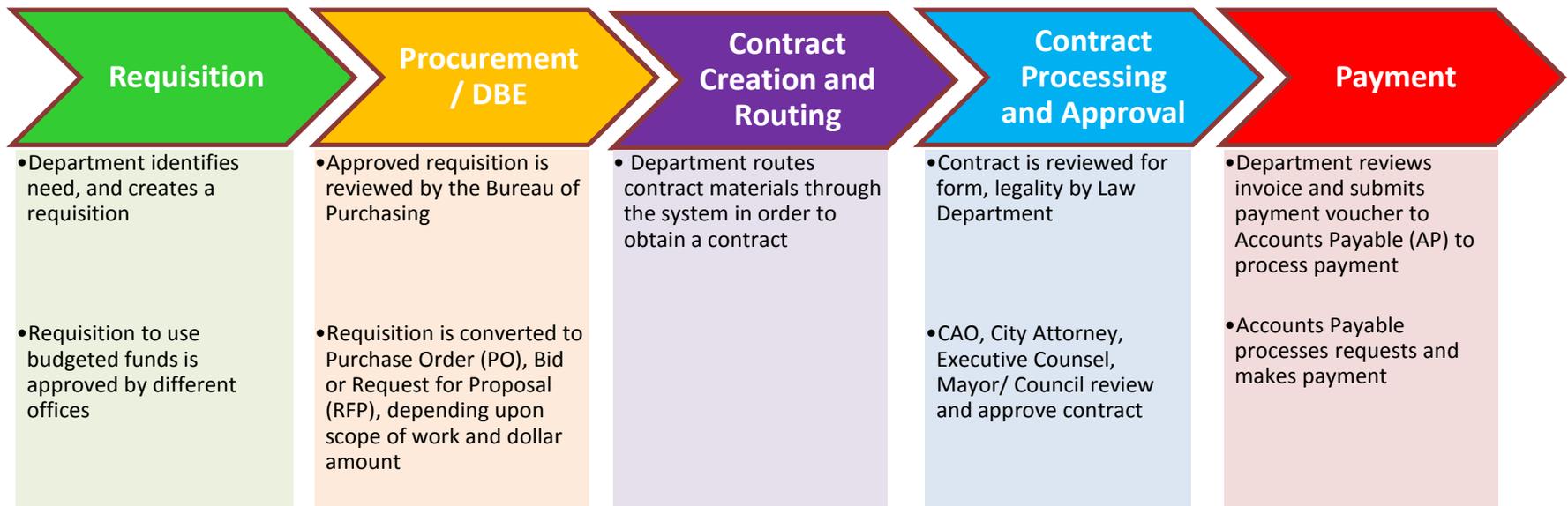
## **What is ReqtoCheckStat?**

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 31

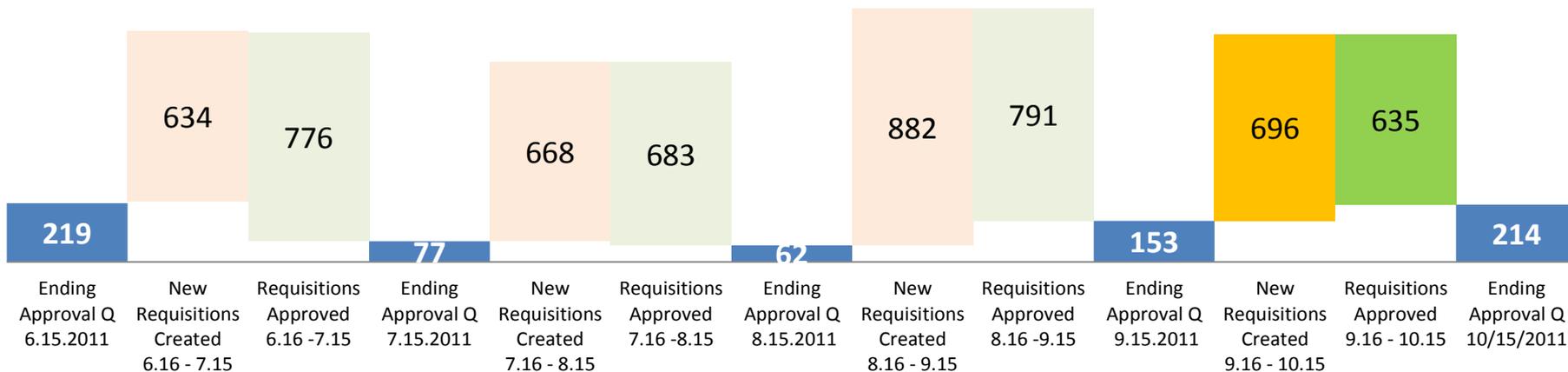


# Requisition Approval

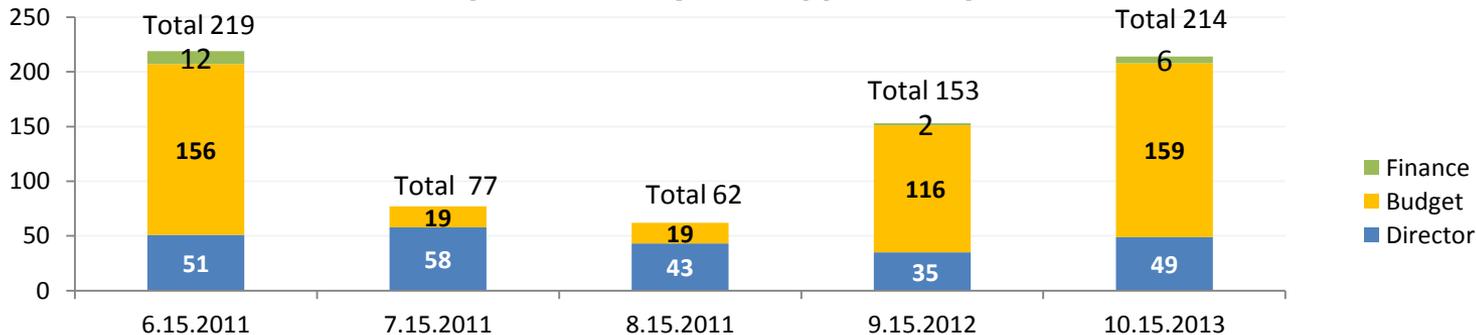
- Approval Time of Requisitions
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level

## Approval queue for requisitions is up by 61 from prior period, despite lower volume

### Requisition Approval Queue General Fund for Period Ending 10.15.2011



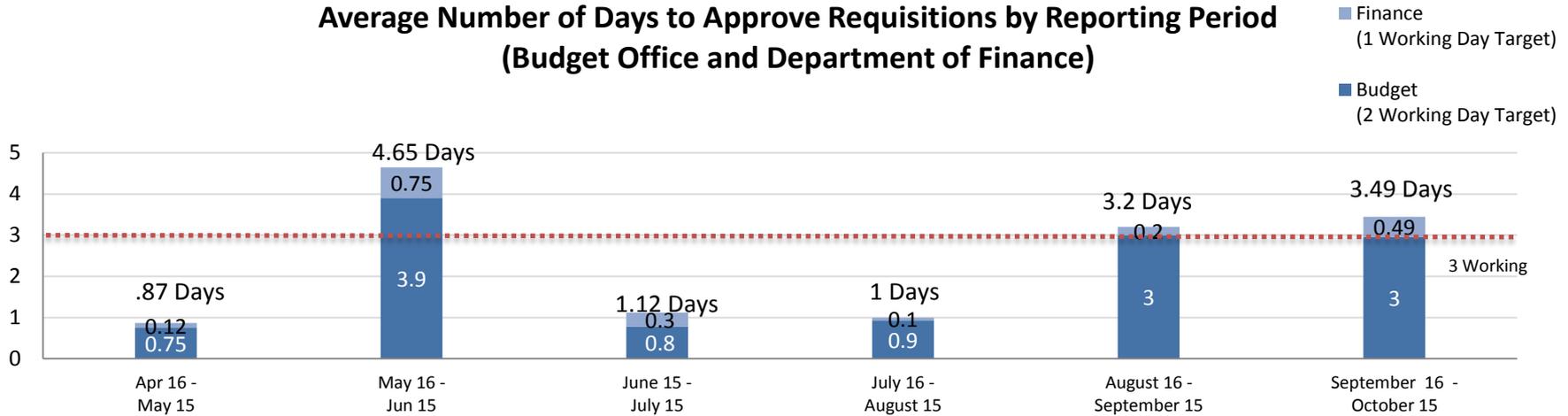
### Requisitions in Q to be Approved by Period



Source : Obtained from BuySpeed System and evaluated by the Office of Performance and Accountability 10.15.2011

## 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	5.15.2011	6.15.2011	7.15.2012	8.15.2011	9.15.2011	10.15.2012	Change
2 or less	90%	55%	90%	91%	71%	68%	-3%
3 Days	5%	9%	5%	5%	2%	5%	3%
4-5 Days	2%	6%	4%	4%	8%	10%	2%
6-10 Days	3%	18%	1%	0%	12%	12%	0%
11-15 Days	0%	12%	0%	0%	5%	3%	-2%
Over 15 Days	0%	1%	0%	0%	1%	2%	1%

Finance							
Approval Distribution by Period							
Days to Approve	5.15.2011	6.15.2011	7.15.2012	8.15.2011	9.15.2011	10.15.2012	Change
1 or less	98%	86%	95%	100%	100%	100%	0%
2 Days	2%	4%	5%	0%	0%	0%	0%
3-5 Days	0%	10%	0%	0%	0%	0%	0%
6-10 Days	0%	0%	0%	0%	0%	0%	0%
11-15 Days	0%	0%	0%	0%	0%	0%	0%
Over 15 Days	0%	0%	0%	0%	0%	0%	0%

Source : Obtained from BuySpeed System and evaluated by the Office of Performance and Accountability 10.15.2011

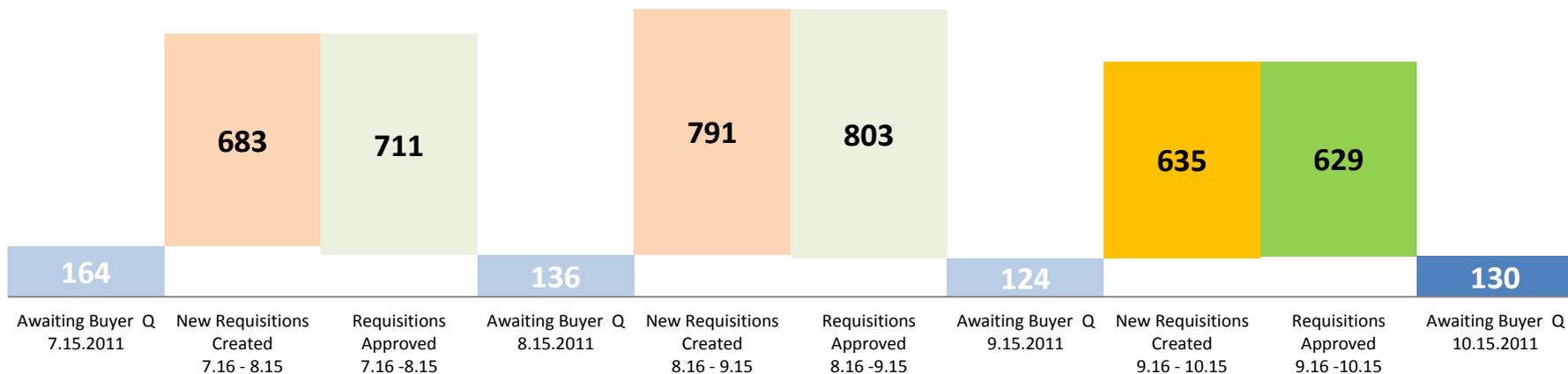


# Requisition to Procurement

- 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

Requisitions in Queue and Processed by Bureau of Purchasing for the Period Ending 10.15.2011



Status of Reqs Awaiting Buyer Processing	
10.15.2011	
Status	Count
AWAITING CONTRACT	65
COMPLETED	32
ENCUMBRANCE	2
ERROR (over budget or system error)	1
WAITING SUPPORT (SPECS and OTHER)	30
<b>Grand Total</b>	<b>130</b>

Source : Obtained from BuySpeed System and Bureau of Purchasing 10.15.2011

**23% of requisitions awaiting Bureau of Purchasing action are waiting for support documentation from departments**

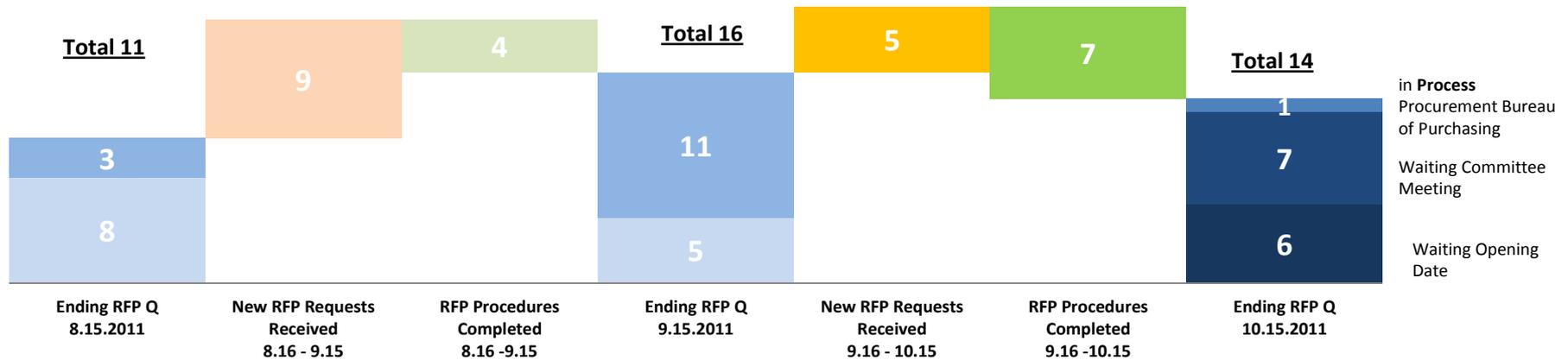
Waiting for Support (Specs or Other)	
Department	Count
RECREATION	8
AVIATION BOARD	6
PUBLIC WORKS	3
PARKS/PARKWAYS	2
ITI	2
PROPERTY MANAGEMENT	1
POLICE	1
MAYOR	1
LIBRARY	1
LAW	1
HUMAN SERVICES	1
EMERGENCY MANAGEMENT	1
CAPITAL PROJECTS	1
CAO	1
<b>Grand Total</b>	<b>30</b>

**50% of requisitions awaiting Bureau of Purchasing action are waiting for contracts**

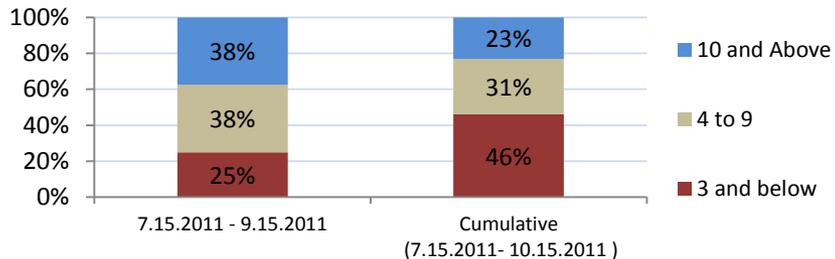
Awaiting Contract		Results Investigation	
Department	Count	Contract in Process	Not Summited to Bureau of Purchasing
LAW	15	15	0
PUBLIC WORKS	11	11	0
NEIGHBORHOOD 1	11	11	0
MAYOR	6		
RECREATION	5		
CAO	4		
AVIATION BOARD	3		
CIVIL SERVICE	2		
POLICE	2		
ITI	2		
MOSQUITO/TERMITE	1		
INSPECTOR GENERAL	1		
FINANCE	1		
HUMAN SERVICES	1		
<b>Grand Total</b>	<b>65</b>		

**Note: Contracts being routed or processed**

### 7 RFPS are awaiting committee meetings as of 10.15.2011



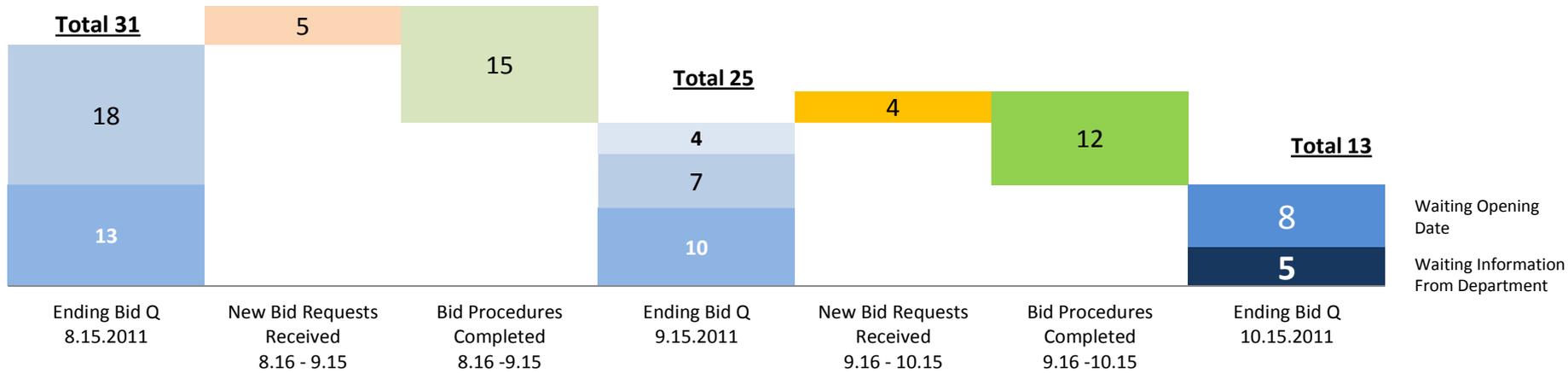
### Number of Proposals Received for RFPs completed (8.15.2011 - 10.15.2011)



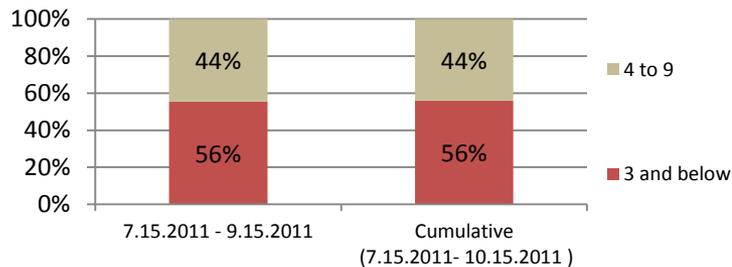
Waiting on Committee Meeting	Opened
EMS: Fleet Management	6/10/2011
NOPD: Laboratory Information Management System (LIMS)	8/31/2011
Economic Development : Redevelopment Jazzland/Sixflags theme park	10/10/2011
Economic Development : Online Auction Services - New Orleans East Redevelopmer	9/29/2011
DPW: Geotechnical Engineering & Material Testing Services Pool	9/20/2011
Aviation : Financial Consulting Services	9/16/2011
Aviation: State and Local Representation Services	10/7/2011

Source : Bureau of Purchasing 9.15.2011

**The number of Bids in process decreased from 21 to 13 as of 10.15.2011.  
5 Bids are awaiting information from Departments**



**Number of Proposals Received for Bids completed  
(8.15.2011 - 10.15.2011)**



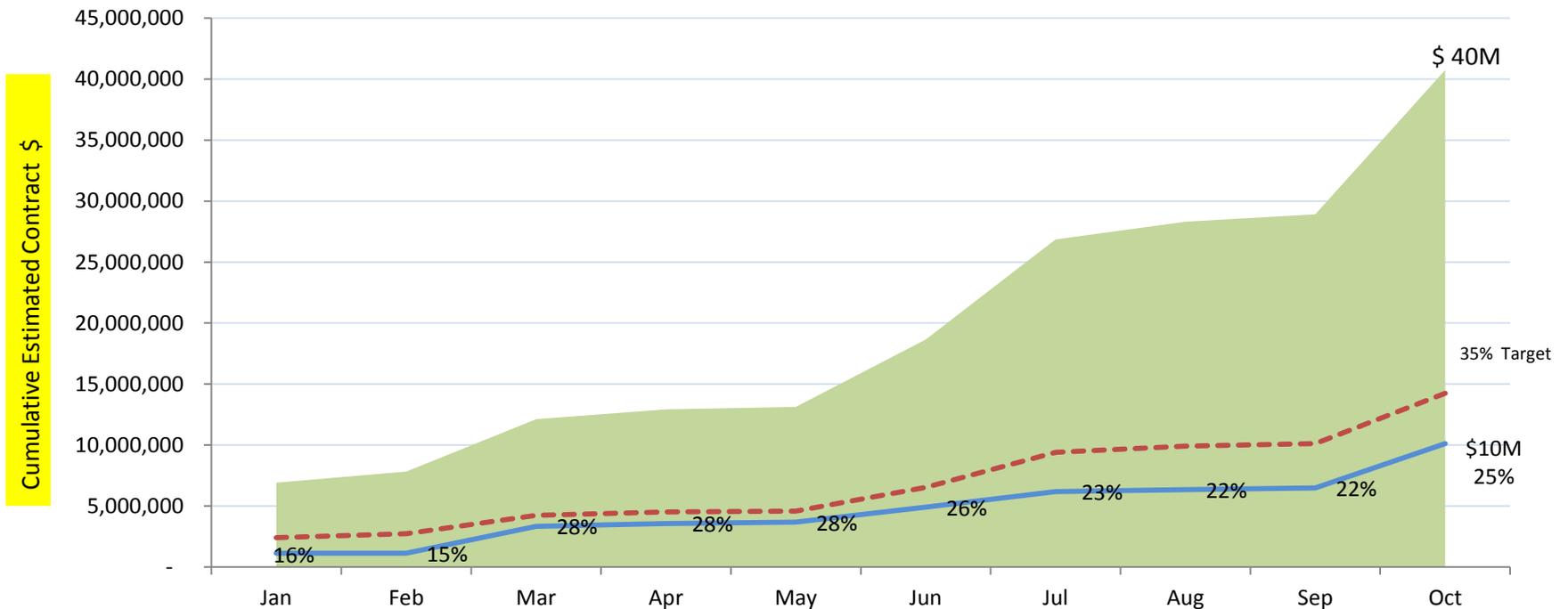
Waiting on Information from Department	Opened
Homeland Security : Bollards - Barriers	7/20/2011
DPW: Auctioning Service	6/28/2011
Aviation: Repair & Maintenance of Airport Info Technology Systems	8/15/2011
Aviation: Pest Control Maintenance	8/16/2011
Aviation : Janitorial Services	4/28/2011

# 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 by Period

Per Estimated Contract Value



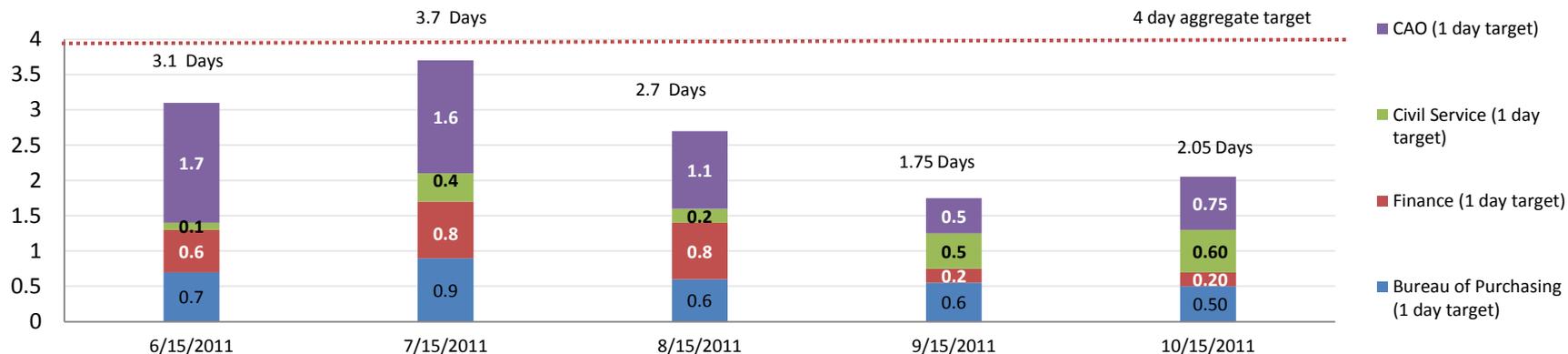
Note: Information herein is preliminary. The Office of Supplier Diversity is currently working on finish gathering this data.



# Contract Package Routing

- Average Contract Routing Time

### Average approval time of contracts by approval level remained flat



CAO Distribution Approval					
Days to Approve	6.15.2011	7.15.2010	8.15.2011	9.15.2011	10.15.2011
0-1 Days	49%	75%	83%	91%	79%
2- 3 Days	41%	17%	7%	7%	15%
4-7 Days	10%	6%	8%	0%	6%
Over 8 Days	0%	3%	2%	2%	0%

Civil Service Distribution Approval					
Days to Approve	6.15.2011	7.15.2010	8.15.2011	9/15/2011	10.15.2011
0-1 Days	100%	89%	93%	89%	97%
2- 3 Days	0%	8%	7%	10%	3%
4-7 Days	0%	3%	0%	1%	0%
Over 8 Days	0%	0%	0%	0%	0%

Finance Distribution Approval					
Days to Approve	6.15.2011	7.15.2010	8.15.2011	9/15/2011	10.15.2011
0-1 Days	98%	91%	90%	95%	100%
2- 3 Days	2%	9%	8%	4%	0%
4-7 Days	0%	0%	2%	1%	0%
Over 8 Days	0%	0%	0%	0%	0%

Bureau of Purchasing Distribution Approval					
Days to Approve	6.15.2011	7.15.2010	8.15.2011	9.15.2011	10.15.2011
0-1 Days	91%	67%	93%	86%	94%
2- 3 Days	4%	27%	5%	13%	5%
4-7 Days	4%	6%	2%	1%	1%
Over 8 Days	0%	0%	0%	0%	0%

Source : ECMS 10.15.2011

Requisition

Procurement /  
DBE

Contract Creation  
and Routing

Contract  
Processing and  
Approval

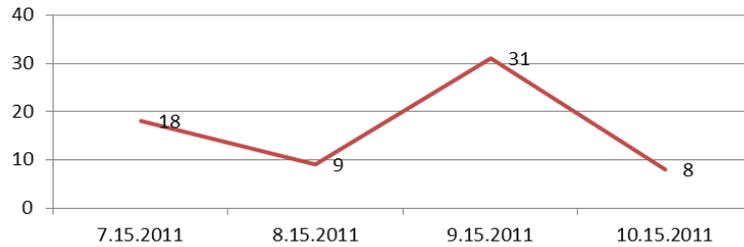
Payment

# Contract Approval Process

- Contract Rejections
- Contract Processing and Approval

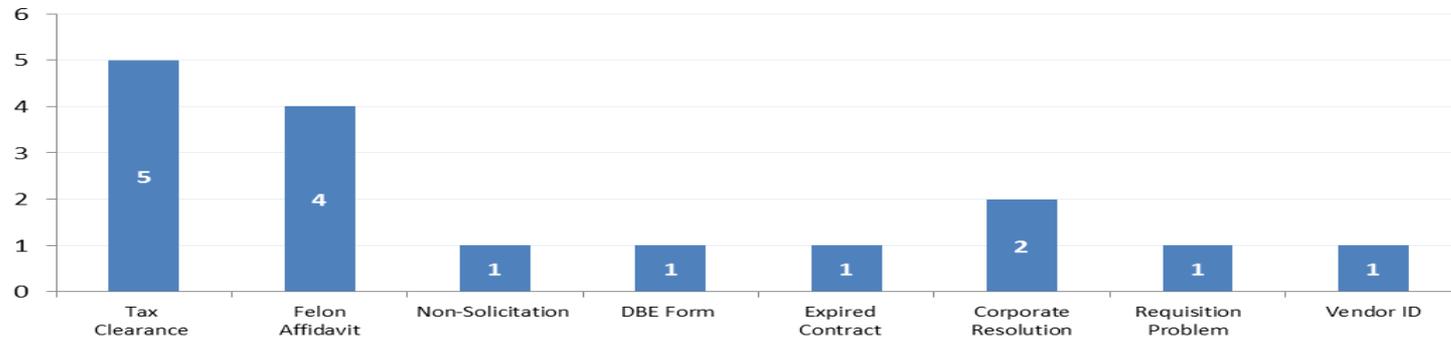
## Number of contracts rejected during the period decreased to 8

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



10.15.2011	
Department	Total
Health	4
Law	2
Property Management	1
Finance	1
<b>Grand Total</b>	<b>8</b>

**Reasons for Contracts Returned or Rejected by Either Approval Level or Law Department 9.15.2011 - 10.15.2011**



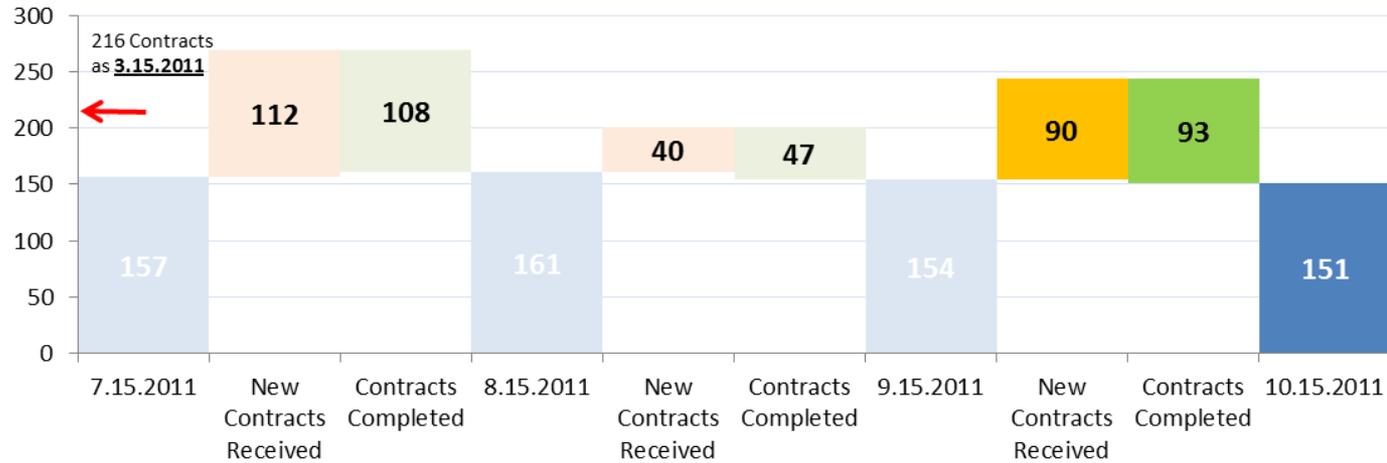
Note: 8 items were rejected during the period. However, the rejections were the result of multiple reasons.

Source : Law Department 10.15.2011 and ECMS System

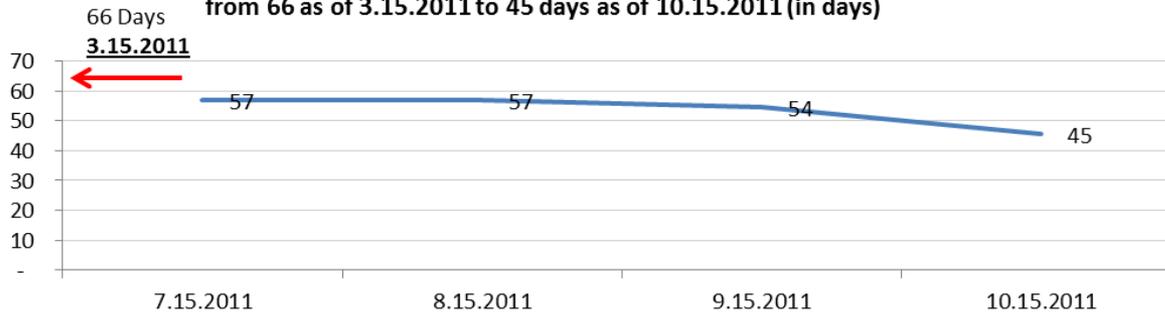
# Contracts : All Contracts in Process as of 10.15.2011

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

The number of contracts in process decreased marginally to 151 as of 10.15.2011



The average time to close contracts during the period has been reduced from 66 as of 3.15.2011 to 45 days as of 10.15.2011 (in days)

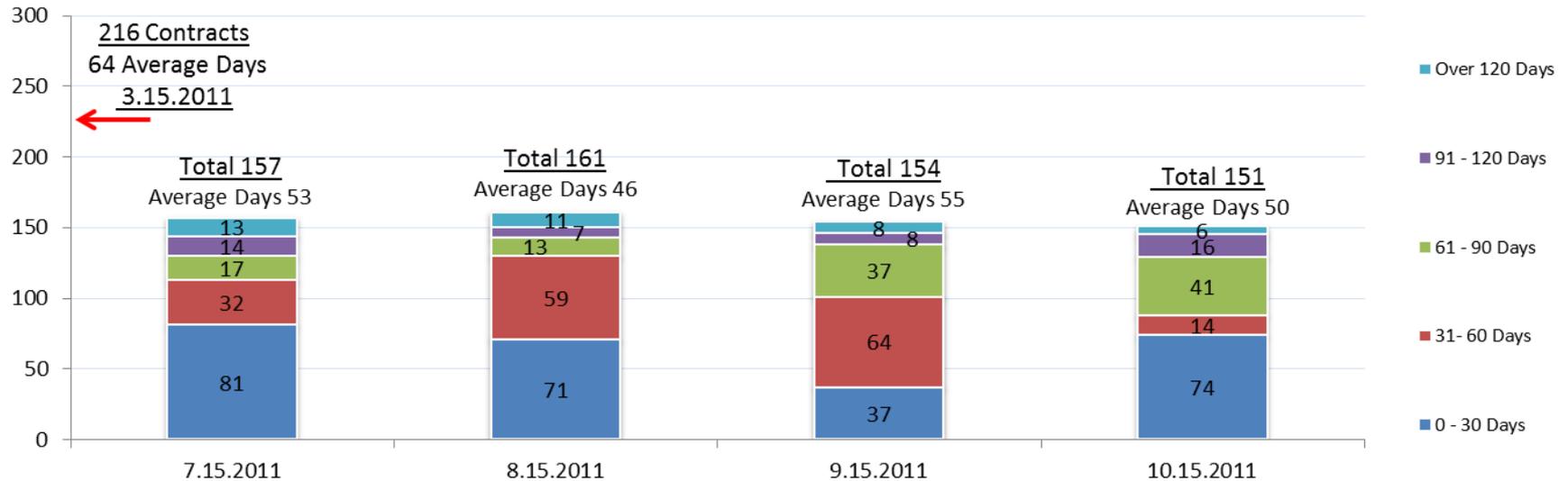


Source : Law Department 10.15.2011 and ECMS System

## Contracts : All Contracts in Process as of 10.15.2011

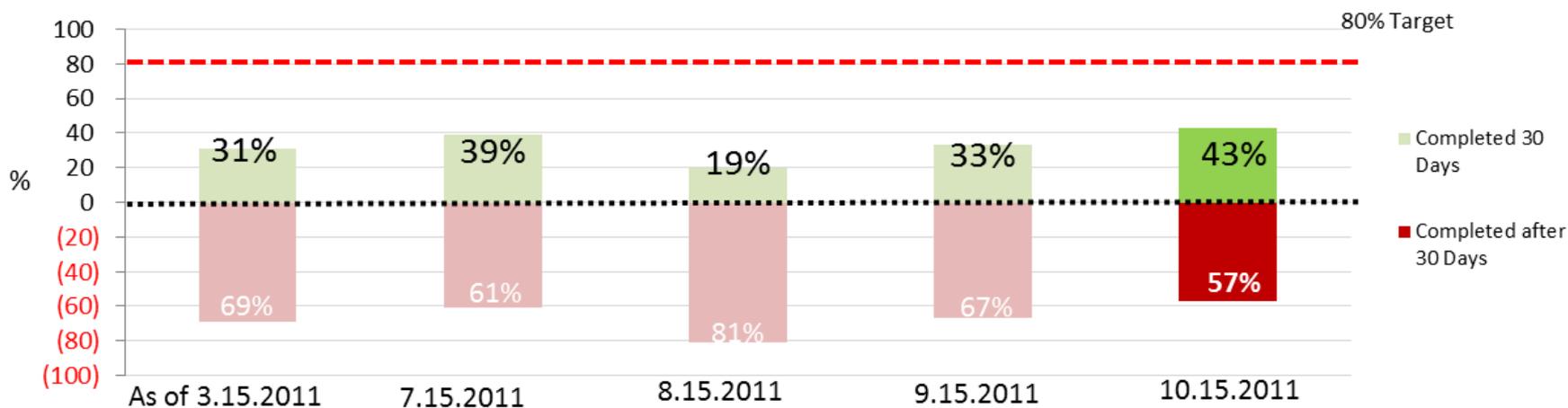
(Legal Review, CAO, City Attorney, Executive Counsel, Mayor/Council Approval)

The average age of contracts awaiting processing decreased from 55 to 50 days



Source : Law Department 10.15.2011 and ECMS System

**43% of all contracts closed during the period were completed in 30 days or less, compared to only 33% in the prior period**

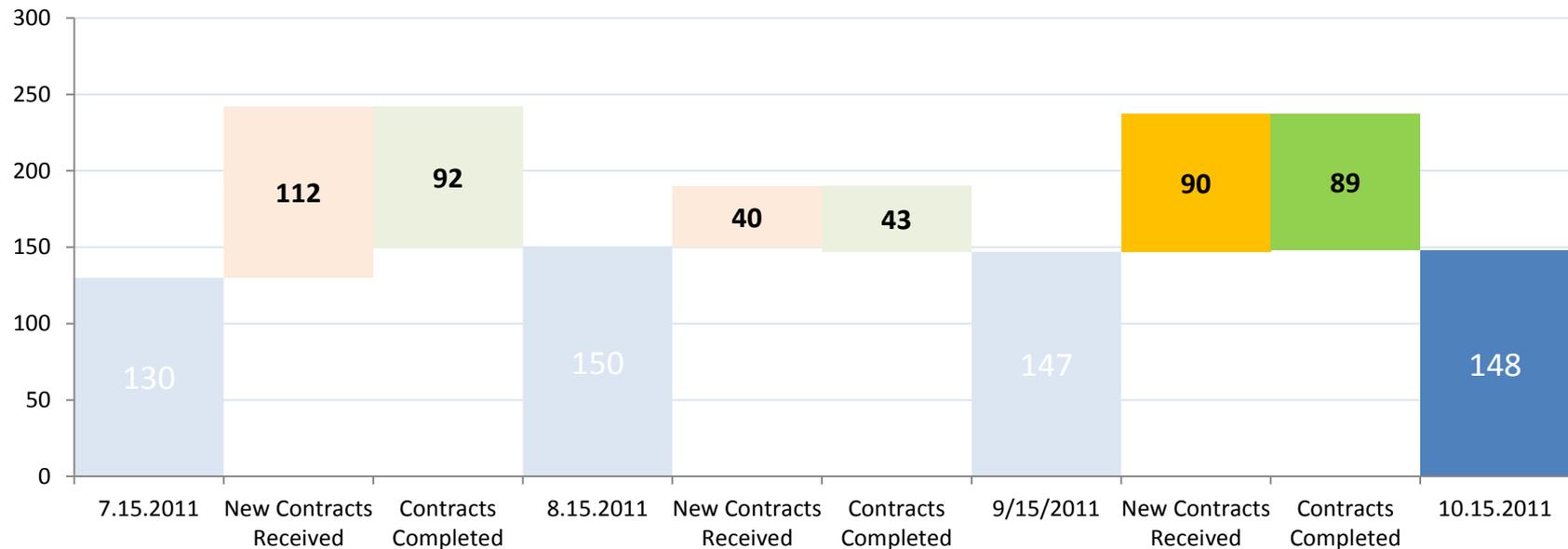


Source : Law Department 10.15.2011 and ECMS System

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

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

**The number of contracts received after 4.12.2011 currently in process remains practically unchanged at 148**

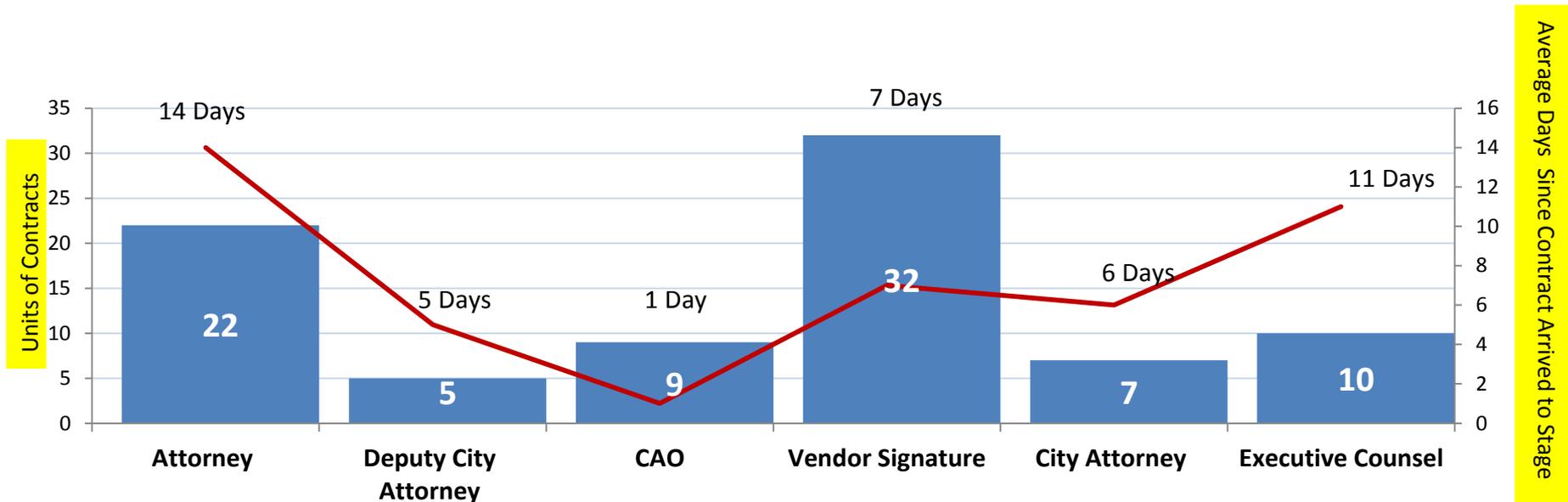


Of the 148 contracts in process as of 10.15.2011, 85 are in ECMS. See next slide for location of contracts in ECMS

Source : Law Department 10.15.2011 and ECMS System

## Of the 85 contracts in ECMS, 32 (or 37%) are awaiting vendor signature as of 10.15.2011

Location of ECMS Contracts as of 10.15.2011 and average age since contract arrived at the stage

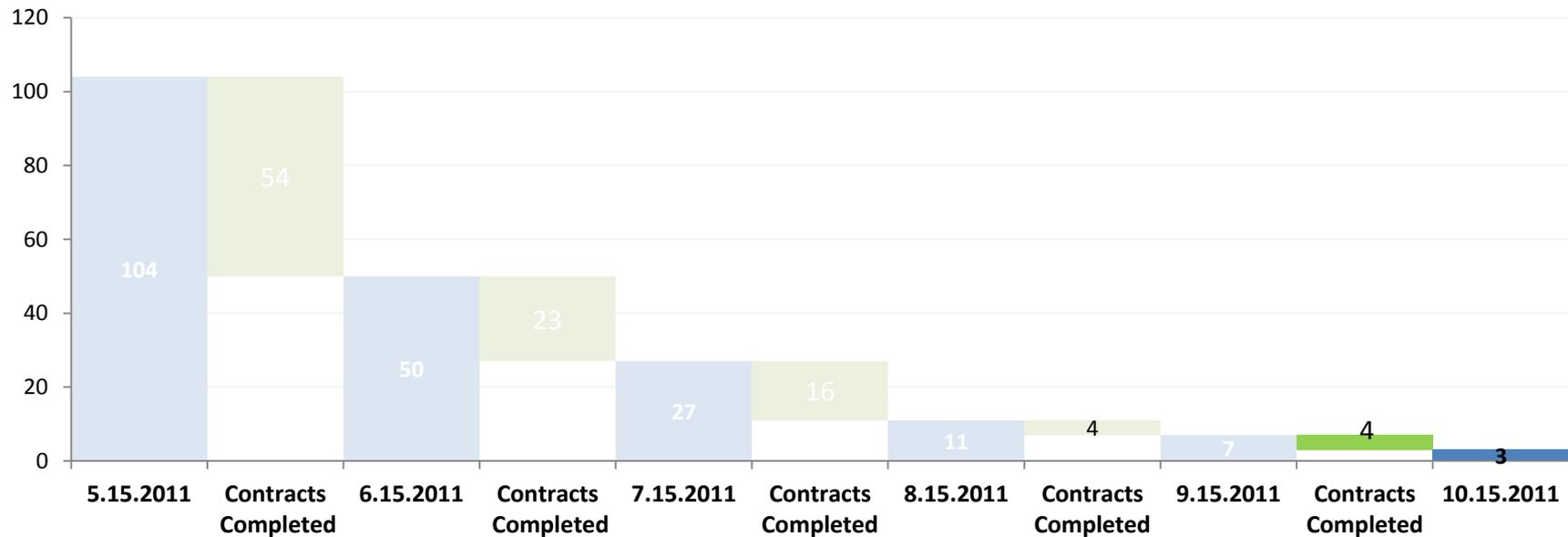


Source : ECMS System 10.15.2011

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

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

### Waterfall Chart : Contracts Received before 4.12.2011, Processed and in Q at the End of the Reporting Period as of 10.15.2011 (in units)



Source : Law Department 10.15.2011

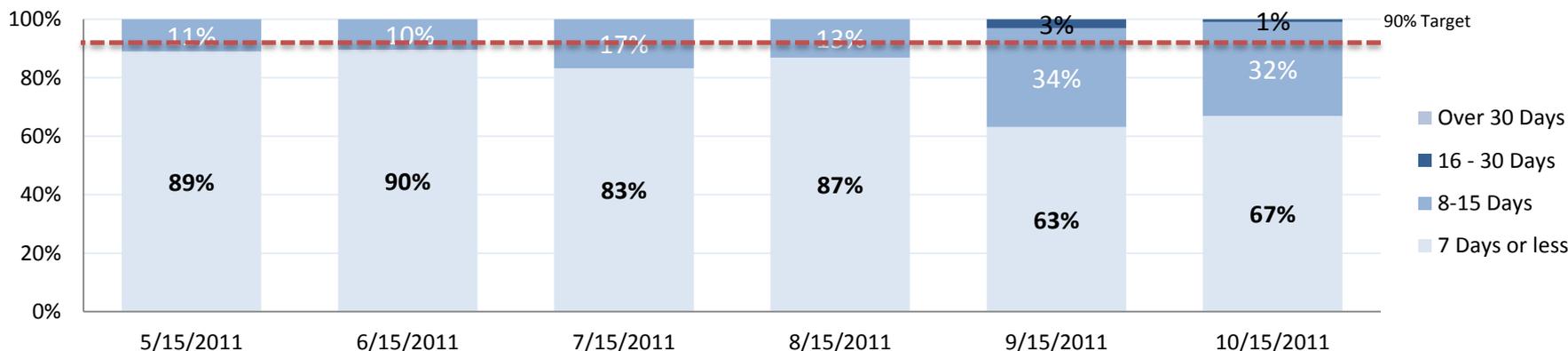
# The check: Accounts payable

- 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

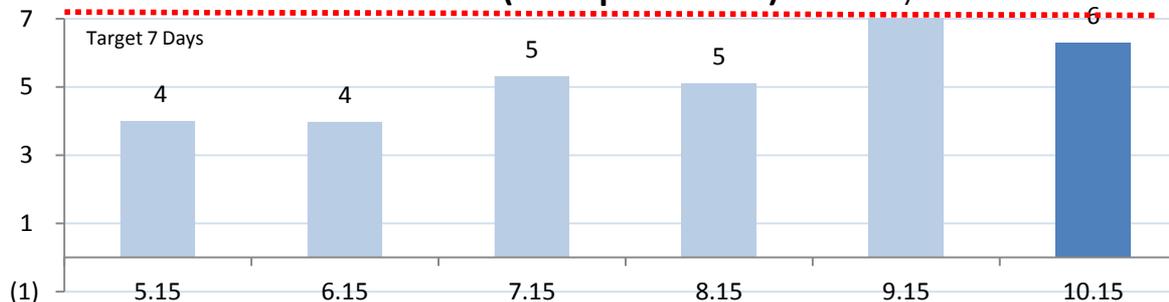
The percentage of General Fund (and agency) payments processed in 7 days or less remains below target at 67%.

**Working Days to Process General Funds and Agencies Check Payments by A/P Office for periods ending 5.15.2011 to 10.15.2011 (in %)**

Sample 270 selections 95% confidence level +/-5



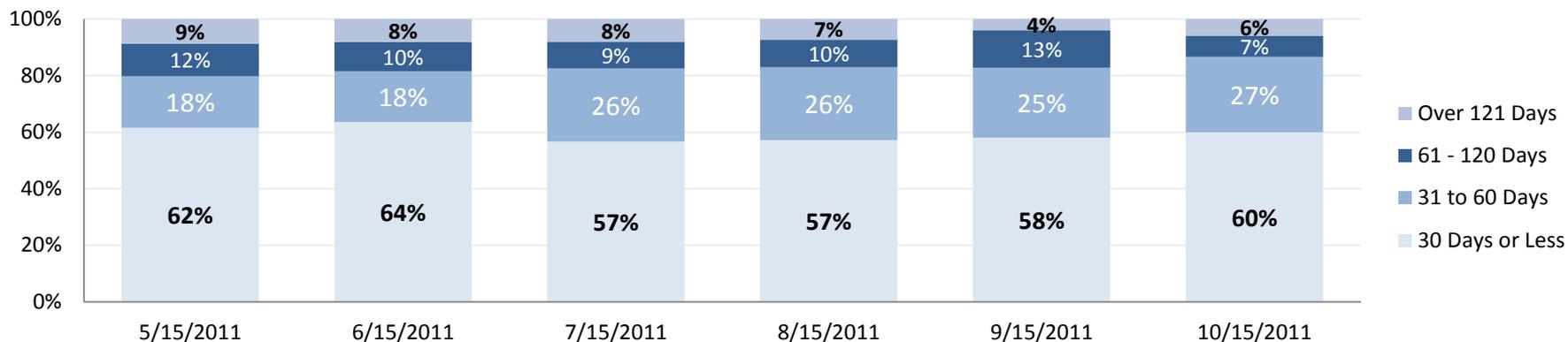
**Average Number of Days to Process Invoices by A/P Department (GF Expenditures)**



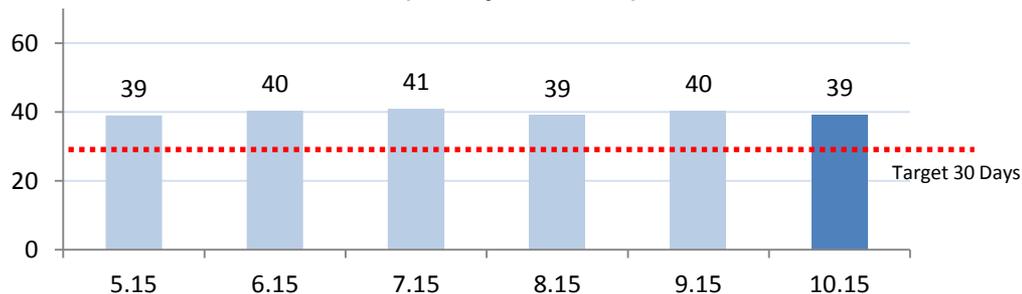
## The percentage of General Fund (and agency) payments in 30 days or less increased marginally from the prior period

**Percentage of Payments in Days From Invoice Date to Payment for General Fund Expenditures for Periods Ending 5.15.2011 to 10.15.2011 (in %)**

Sample 270 selections 95% confidence level +-5



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



**General Fund and Agencies: A significant portion of payments made over 60 days from invoice date were the result of invoices being misplaced or not processed timely**

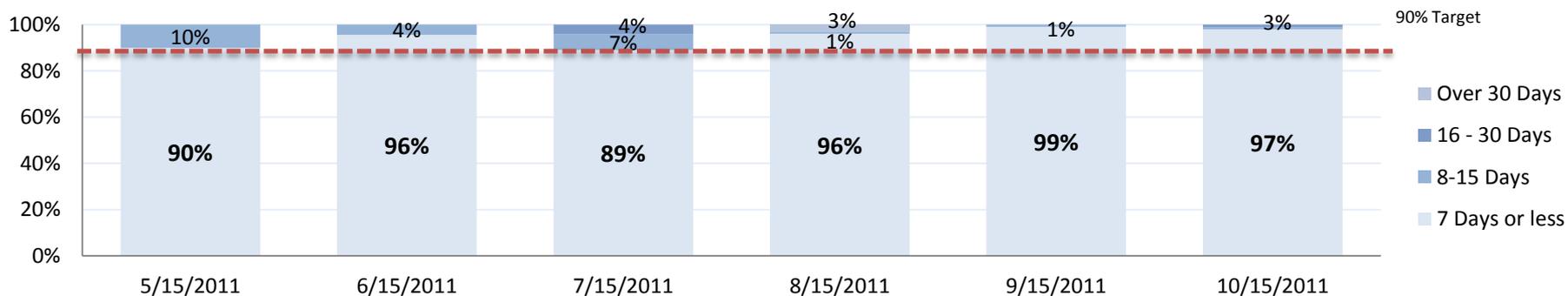
### Departments with payments over 60 Days from sample

Department	Contract was being processed	Dispute with the vendor	Invoice was misplaced / Invoice not processed timely	Other Reason	Grand Total
NORDC		3	1	1	5
ITI			1	3	4
Property Management		1	1	2	4
Library			2	1	3
Aviation			1	2	3
<b>Total</b>		<b>4</b>	<b>6</b>	<b>9</b>	<b>19</b>

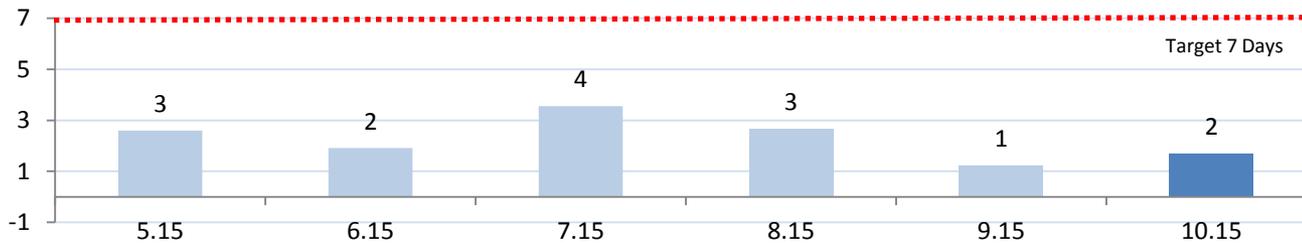
# The percentage of capital and grant payments processed in 7 days or less remains at over 95%

**Working Days to Process Capital Expenditures and Grants Check Payments by A/P Office for periods ending 5.15.2011 to 10.15.2011 (in %)**

Sample 100 selections 90% confidence level +/-10



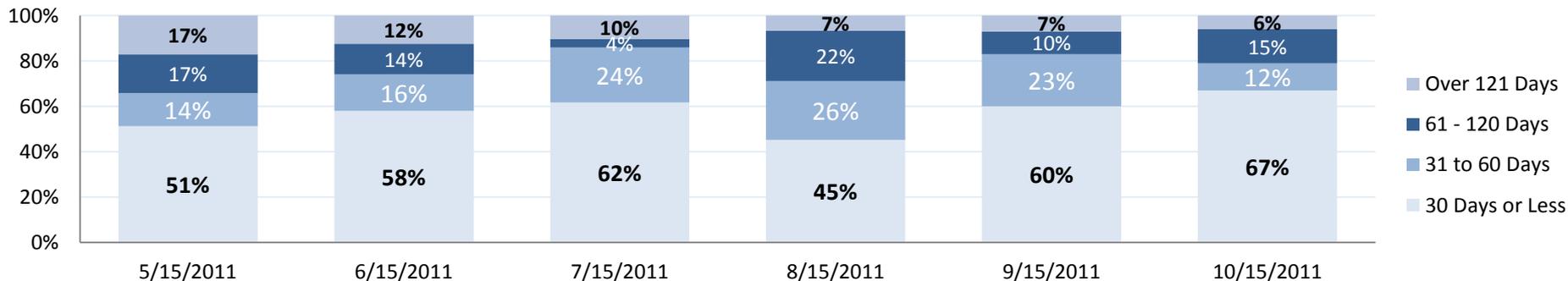
**Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)**



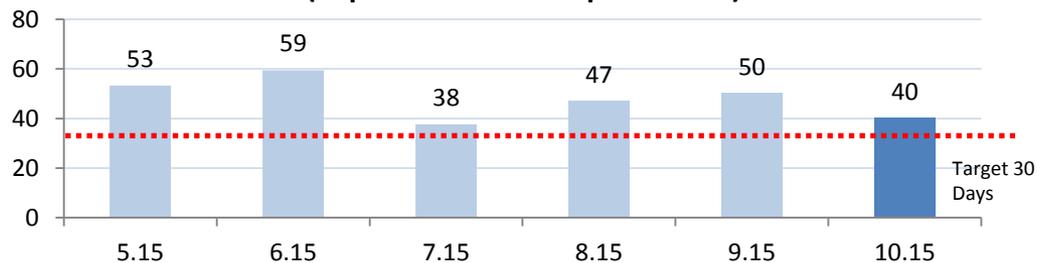
## The Percentage of capital and grant payments made in 30 days or less from invoice date increased from 60% to 67% in the current period

**Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 5.15.2011 to 10.15.2011 (in %)**

Sample 100 selections 90% confidence level +/-10



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



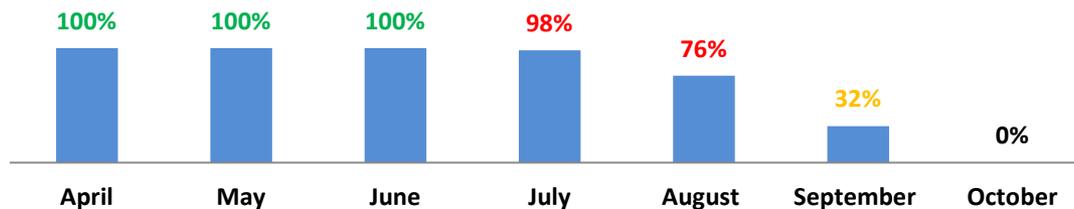
**Capital and Grant Expenditures : A significant portion of payments made over 60 days from invoice date were the result of invoices received while the contract was being processed**

### Departments with payments over 60 Days from sample

Department	Contract was being processed	Dispute with the vendor	Invoice was misplaced / Invoice not processed timely	Other Reason	Grand Total
OCD				6	6
DPW	4	1			5
Commissioner Criminal Justice	1		1	2	4
Health Department			1	2	3
<b>Total</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>10</b>	<b>18</b>

## DCDBG Invoices for April, May and June have been cleared. Currently working on July and August

Invoices Paid as a % of Invoices Received per Month as of 10.15.2011  
(invoices received during the month) Avg 84 invoices per Mon



Location of Invoices that Remain Outstanding							
Process	April	May	June	July	August	September	October
PM to Owning Department				1	1	2	2
Owning Dep. Review and Approval							
Owning Dep. To Accounting					1		5
Approved by Accounting					9		2
Accounting to OCD Fiscal Unit							
OCD Fiscal to State Consultant					8		11
State Consultant to State DRU							
State DRU to State Finance						2	8
State Finance to City's Account						36	1
Payment Clears City Bank					7	5	1
Vendor Paid					3		

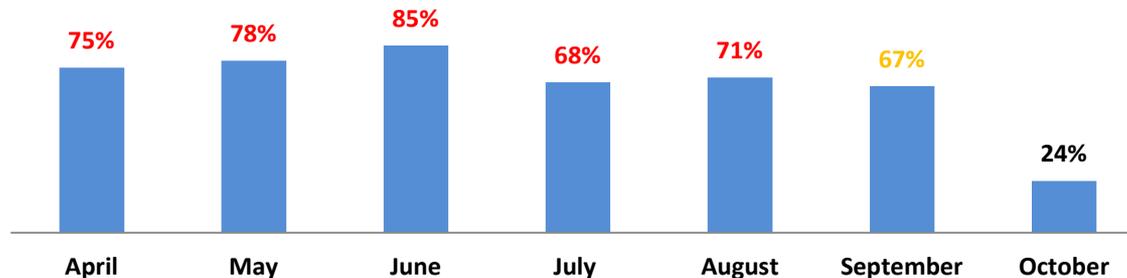
Over 60 days

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	10		
Paid					19		

# A significant number of DPW invoices dating back to April remain unpaid

Invoices Paid as a % of Invoices Received per Month as of 10.15.2011  
 (invoices received during the month) Avg 20 invoices per Mon



Location of Invoices that Remain Outstanding							
Process	April	May	June	July	August	September	October
DPW to PM							
PM to Approve	5	5	2	4	3	2	4
PM Approval to DPW Fiscal							
DPW Fiscal to Create Receiver			2	2		5	9
Receiver Creation to Finance							
City to Cut Check					1		
City Check to be Release					1		

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	5	5	4	6	3		
Other					2		

Information obtained from Quickbase (DPW Department) 10.19.2011

# A few DPW invoices paid through the revolver remain unpaid dating back to April

Invoices Paid as a % of Invoices Received per Month as of 10.15.2011  
(invoices received during the month) Avg 11invoices per Mon



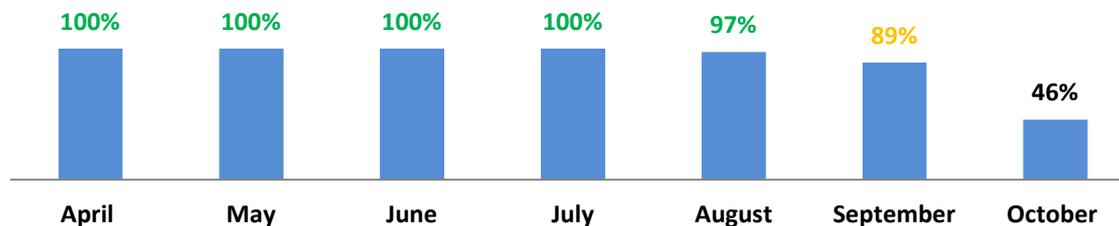
Location of Invoices that Remain Outstanding							
Process	April	May	June	July	August	September	October
DRC Receipt to Transmittal to DPW							
Transmittal to DPW to Receipt in DPW							
Receipt in DPW to Project Manager							
PM to Approve							
PM to Approve to DPW Fiscal							
DPW Fiscal to Create Receiver	1	4	5			3	
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		2	5				
Contract being processed	1	2					
Other							

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

**Invoices Paid as a % of Invoices Received per Month as of 10.15.2011**  
 (invoices received during the month) Avg 28 invoices Mon.



Location of Invoices that Remain Outstanding							
Process Step	April	May	June	July	August	September	October
PM To Approve							
CPA to Create Receiver							1
CPA to Finance					1		3
Finance to Receive							4
City to Cut Check						3	5
City Check Cut to Release						1	

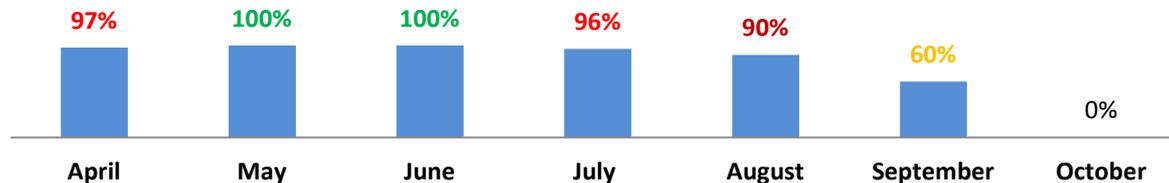
Over 60 days  
 Over 30 days

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		

Information obtained from Quickbase (Capital Projects Department ) 10.19.2011

# 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 10.15.2011  
(invoices received during the month) Avg 31 invoices per Mon



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

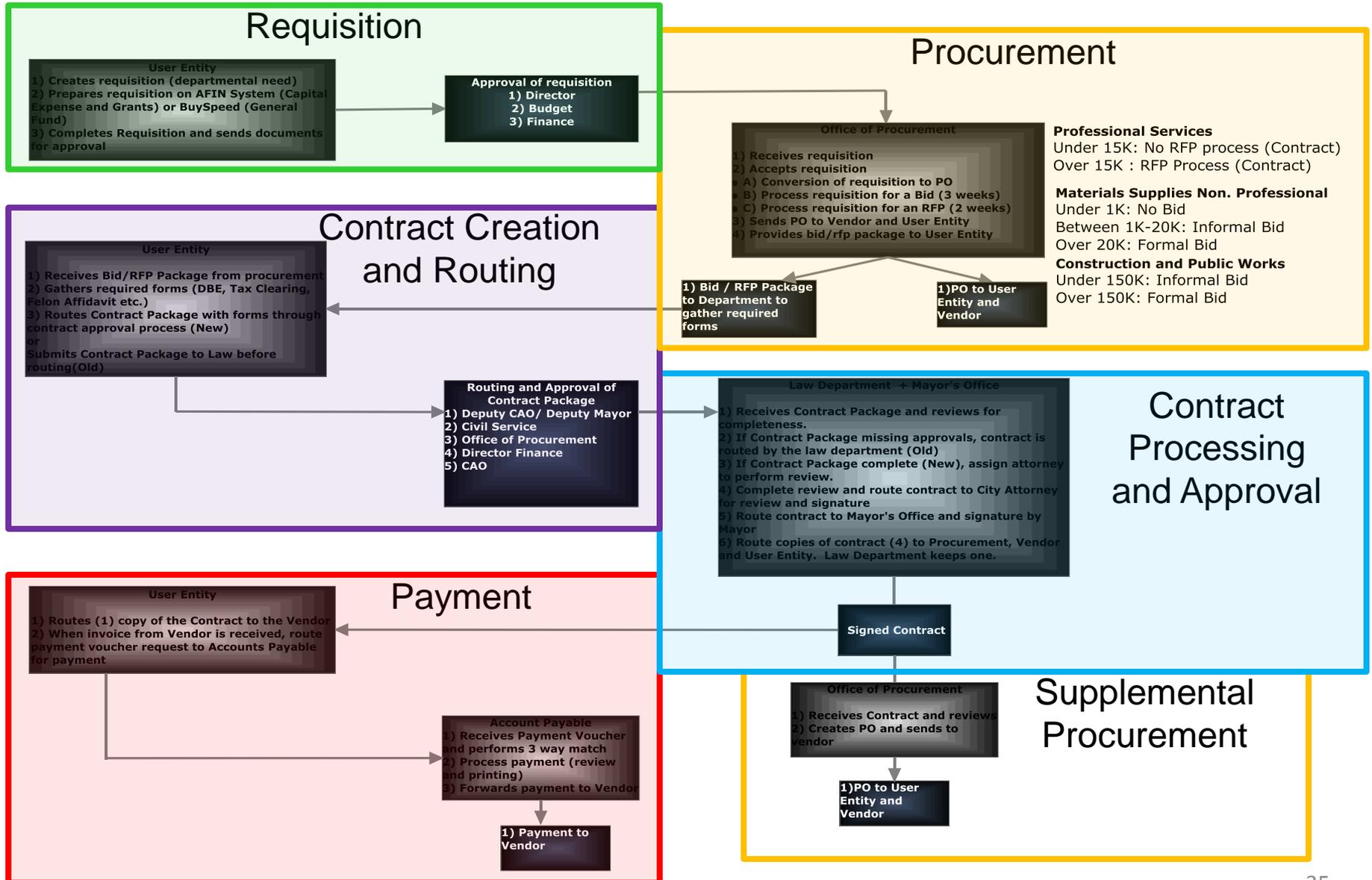
Over 60 days  
Over 30 days

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

Information obtained from Quickbase (Capital Projects Department ) 10.19.2011

# 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?