



CITY OF NEW ORLEANS

ReqtoCheck**STAT**

***Reporting Period: September 1<sup>st</sup> -30<sup>th</sup> 2012***

## **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.

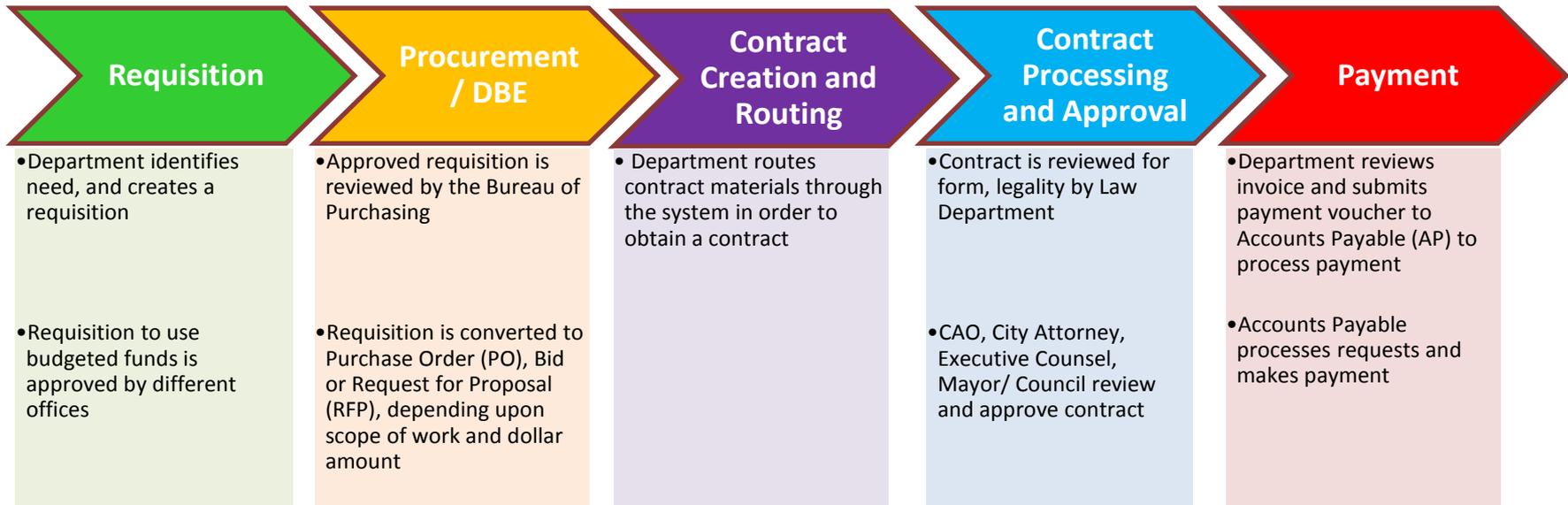
## **What is ReqtoCheckStat?**

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\*



**Note:** The reporting period covering the period 12.15.2011 to 1.31.2012 includes 1 ½ months of activity .

\*See a more detailed process map on slide 30

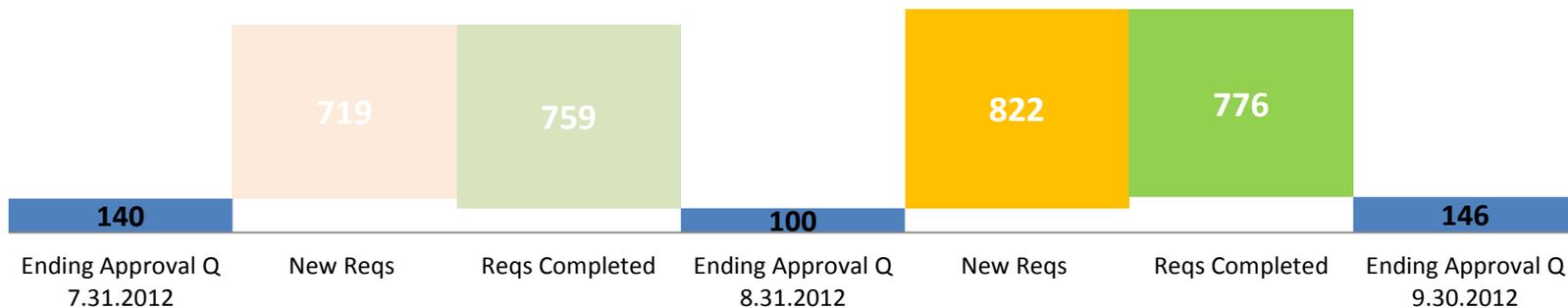


# Requisition Approval

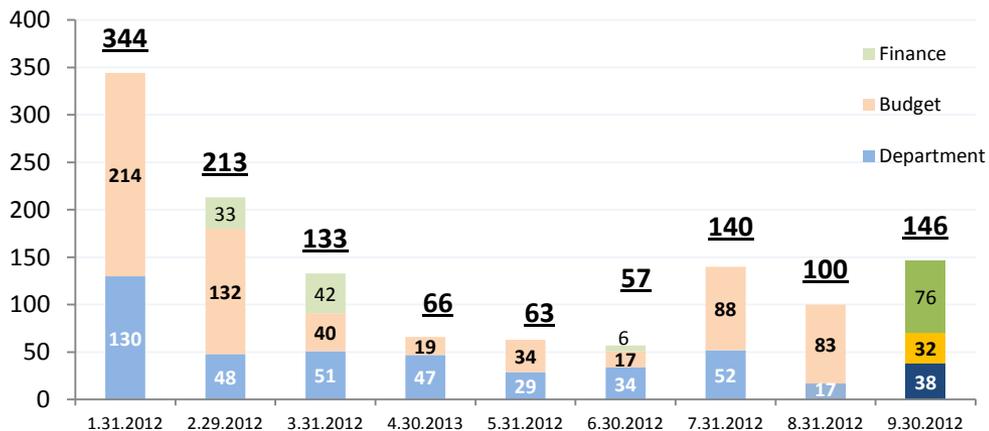
- Requisition Approved and Processed per Period
- Requisition Approval Queue by Approval Level
- Approval Time of Requisitions

# Approval Queue at 146 Requisitions as of 9.30.2012

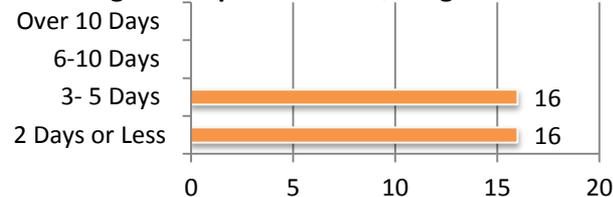
## Requisition Approval Queue General Fund for Period Ending 9.30.2012



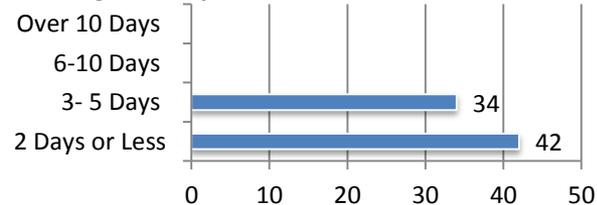
## Requisitions in Q to be Approved



## Age of Requisitions in Q Budget Office



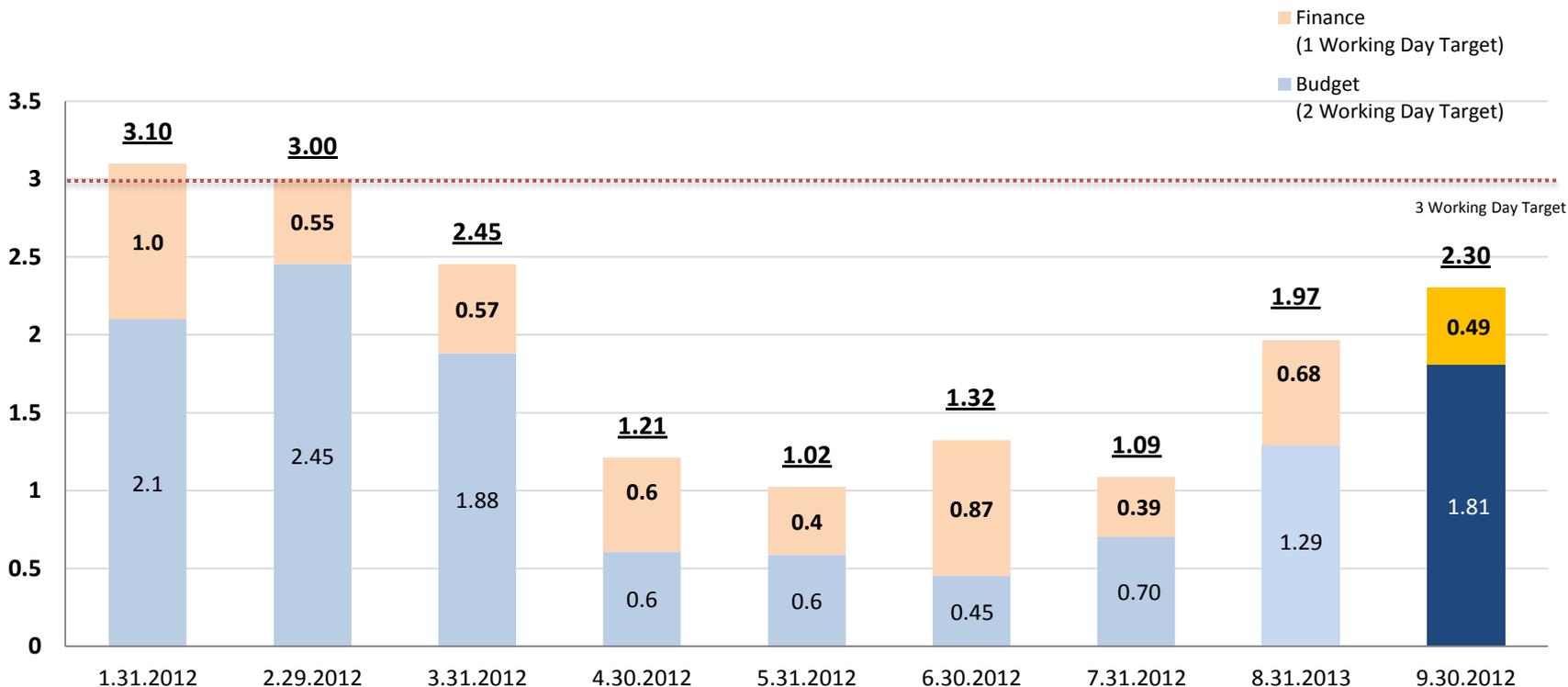
## Age of Requisitions in Q Finance Office



Source : City of New Orleans Procurement System 9.30.2012

## Number of Days to Approve Requisitions

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



Source : City of New Orleans Procurement System 9.30.2012

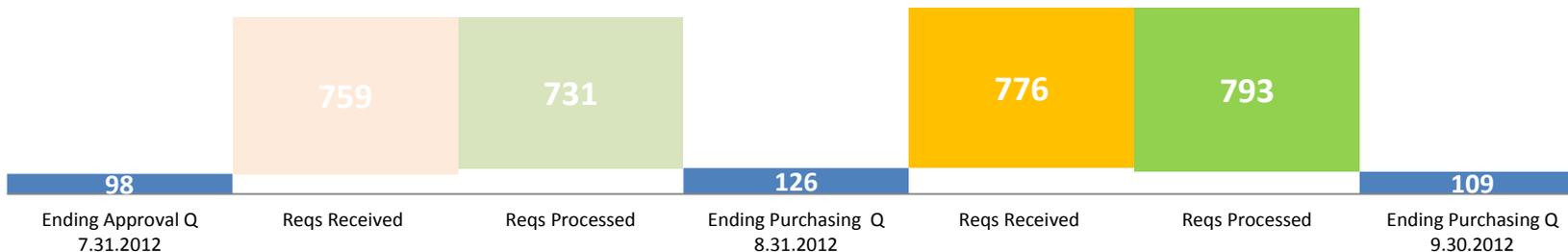


# Requisition to Procurement

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

# The Number of Requisitions in Queue Waiting to be Processed by the Bureau of Purchasing at 109

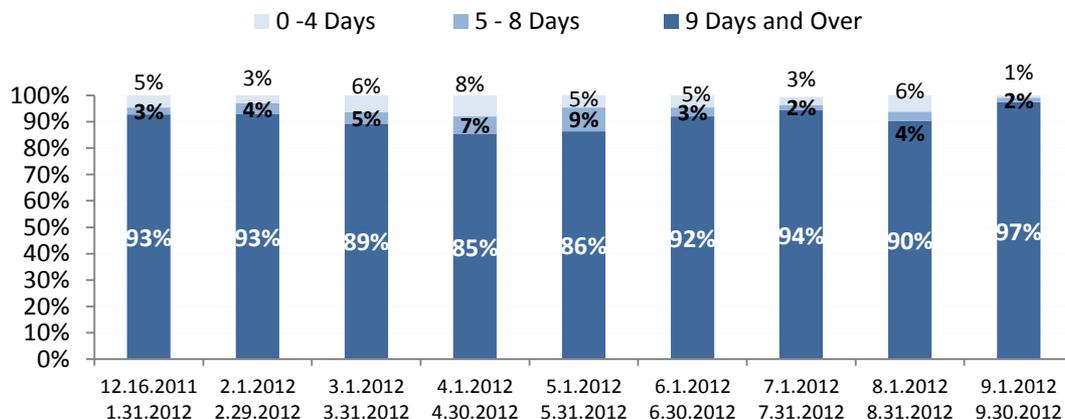
## Bureau of Purchasing Requisition Processing General Fund for Period Ending 9.30.2012



Status of Reqs Awaiting Buyer Processing	
Status	Count
Completed 10.9.2012	33
Need Contract	54
Processing Procurement	7
Waiting for Support	15
<b>Grand Total</b>	<b>109</b>

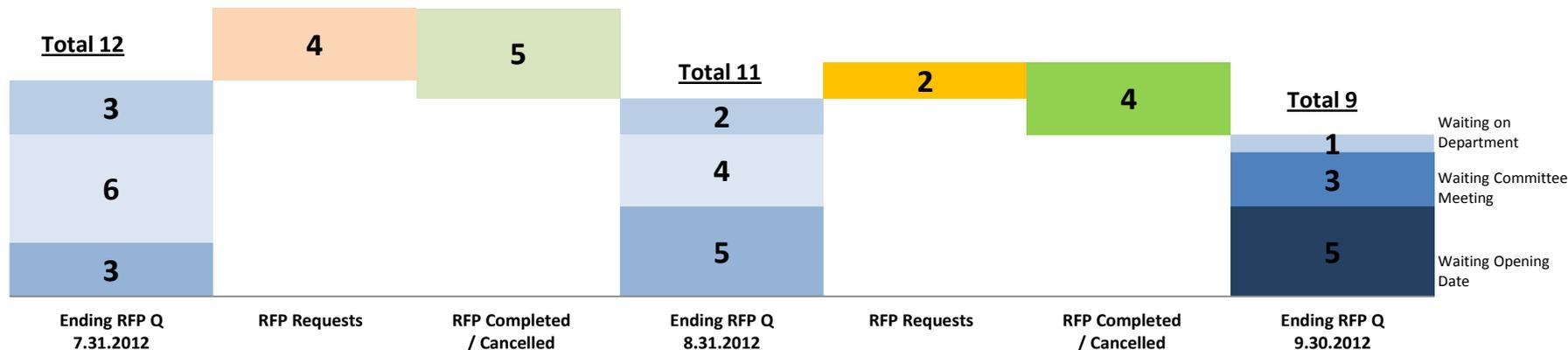
Waiting for Support	
Status	Count
Public works	7
Economic dev.	2
Mayor's office	1
OIG	1
Parks & parkways	1
Police	1
Property mgmt	1
Cao	1
<b>Grand Total</b>	<b>15</b>

## The Bureau of Purchasing Processed Requisitions in Four Days or Less 97% of the Time (Average 754 POs Per Month)

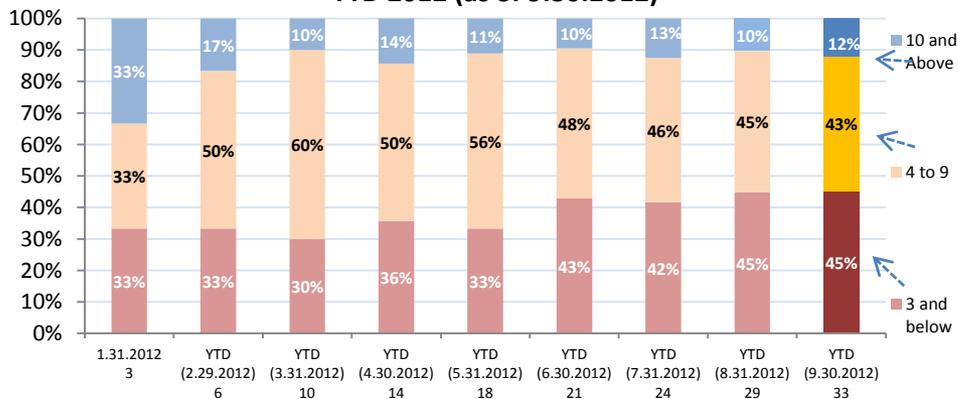


Source : Obtained from the Bureau of Purchasing 9.1.2012 – 9.30.2012

## The Number of RFPS in Process at 9 as of 9.30.2012



### Number of Proposals Received for RFPs Completed YTD 2012 (as of 9.30.2012)

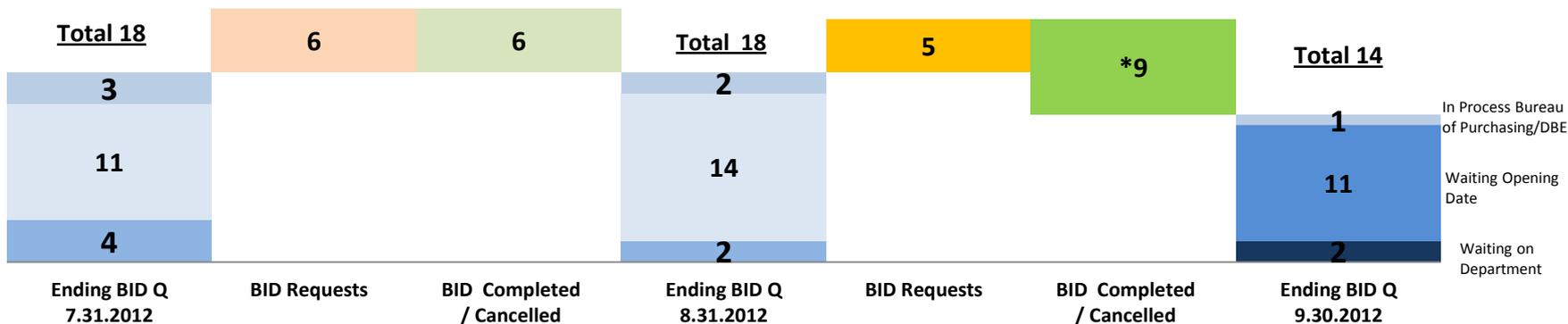


Awaiting Committee Meeting	
Department	Brief Description
Police	Survey
Finance	Municipal Revenue Collection System
Public Works	Curbside Management & Enforcement

Waiting on Support / Response from Departments		
Department	Brief Description	Comment
OCD	Online Auction Services N.O. East	Awaiting Decision

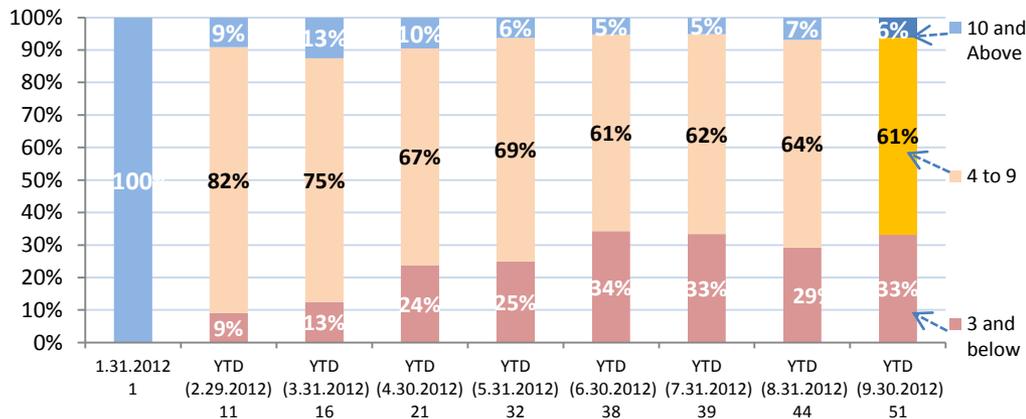
Source : Bureau of Purchasing 9.1.2012 and 9.30.2012

## The Number of Bids in Process at 14 as of 9.30.2012



\*Includes canceled and closed bids

### Number of Proposals Received for Bids completed YTD 2012 (as of 9.30.2012)

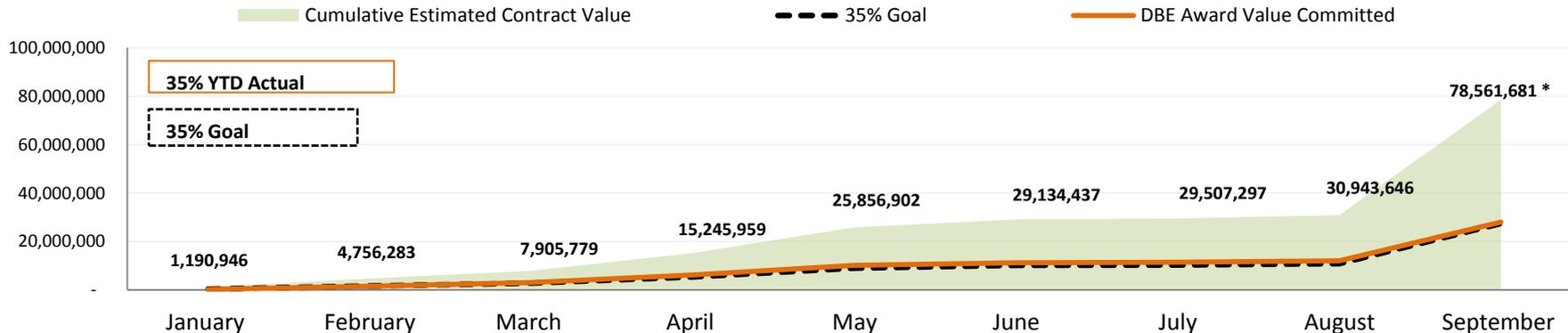


Awaiting on Department		
Department	Brief Description	Comment
Aviation Board	Weed & grass control chemicals	Decision
CAO	Repair heavy duty diesel/transmissions	Decision

Source : Bureau of Purchasing 9.1.2012 and 9.30.2012

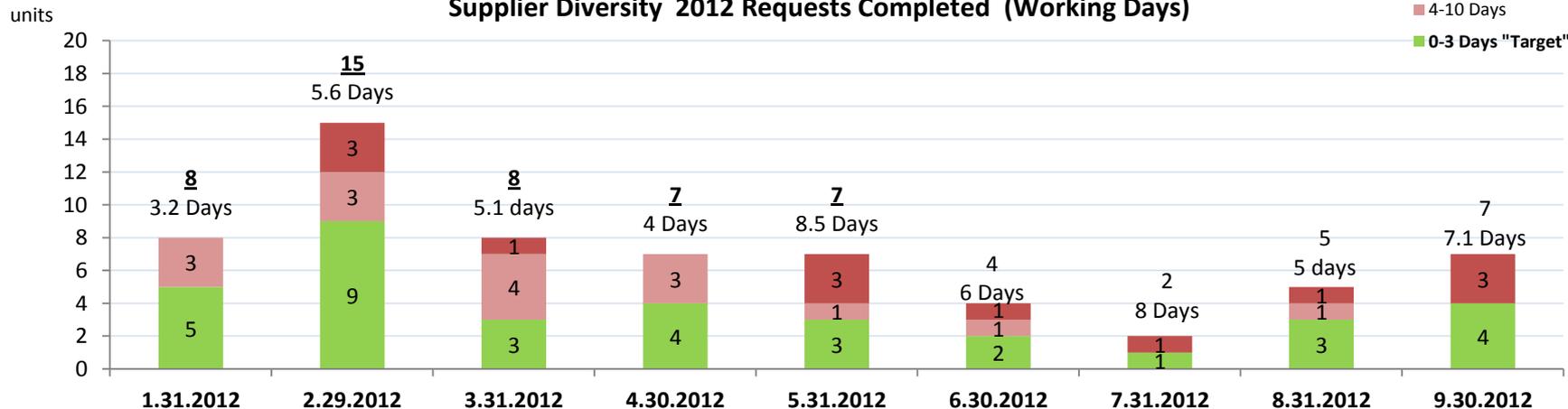
# Cumulative YTD Percentage of DBE Committed Award Value as of 9.30.2012

## DBE Commitment for Bids Opened and that Have Been Validated by the Office of Supplier Diversity



Note: Data excludes waivers

## Time to Process DBE Validation by the Office of Supplier Diversity 2012 Requests Completed (Working Days)



Source : Office of Supplier Diversity 9.30.2012

## **Bids: Cumulative YTD DBE % Committed Award Value by Department**

<b>Department</b>	<b>Estimated Contract Value</b>	<b>DBE Commitment</b>	<b>DBE Percentage</b>
Library	150,000	150,000	100.0%
CAO	610,000	610,000	100.0%
DPW	10,496,526	4,280,511	40.8%
Code Enforcement	887,000	354,800	40.0%
Civil Service	80,000	28,000	35.0%
ITI	27,096	9,484	35.0%
Capital Projects	65,714,116	22,341,587	34.0%
Homeland Security	596,944	201,088	33.7%
<b>Grand Total</b>	<b>\$ 78,561,681</b>	<b>\$ 27,975,469</b>	<b>35.6%</b>

Note: Data excludes waivers

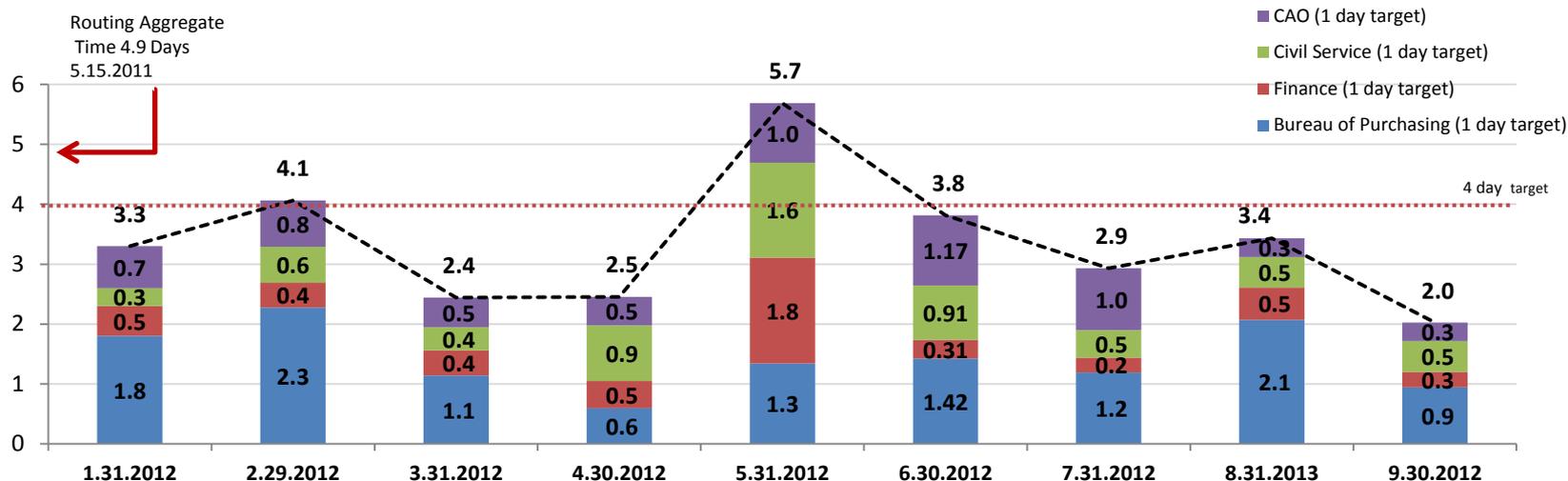


# Contract Package Routing

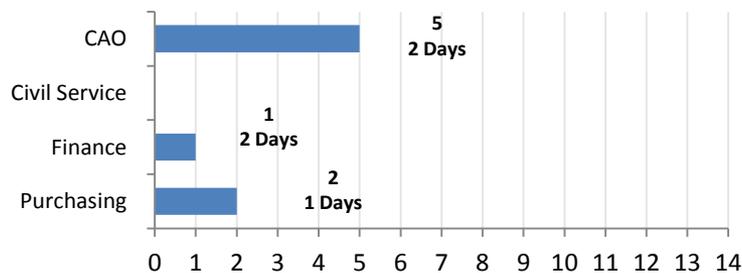
- Average Contract Routing Time

## Average Time to Approve Contracts Meeting Target

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



8 Contract Request in Q as of 9.30.2012



Source : ECMS 9.30.2012

Requisition

Procurement /  
DBE

Contract Creation  
and Routing

Contract  
Processing and  
Approval

Payment

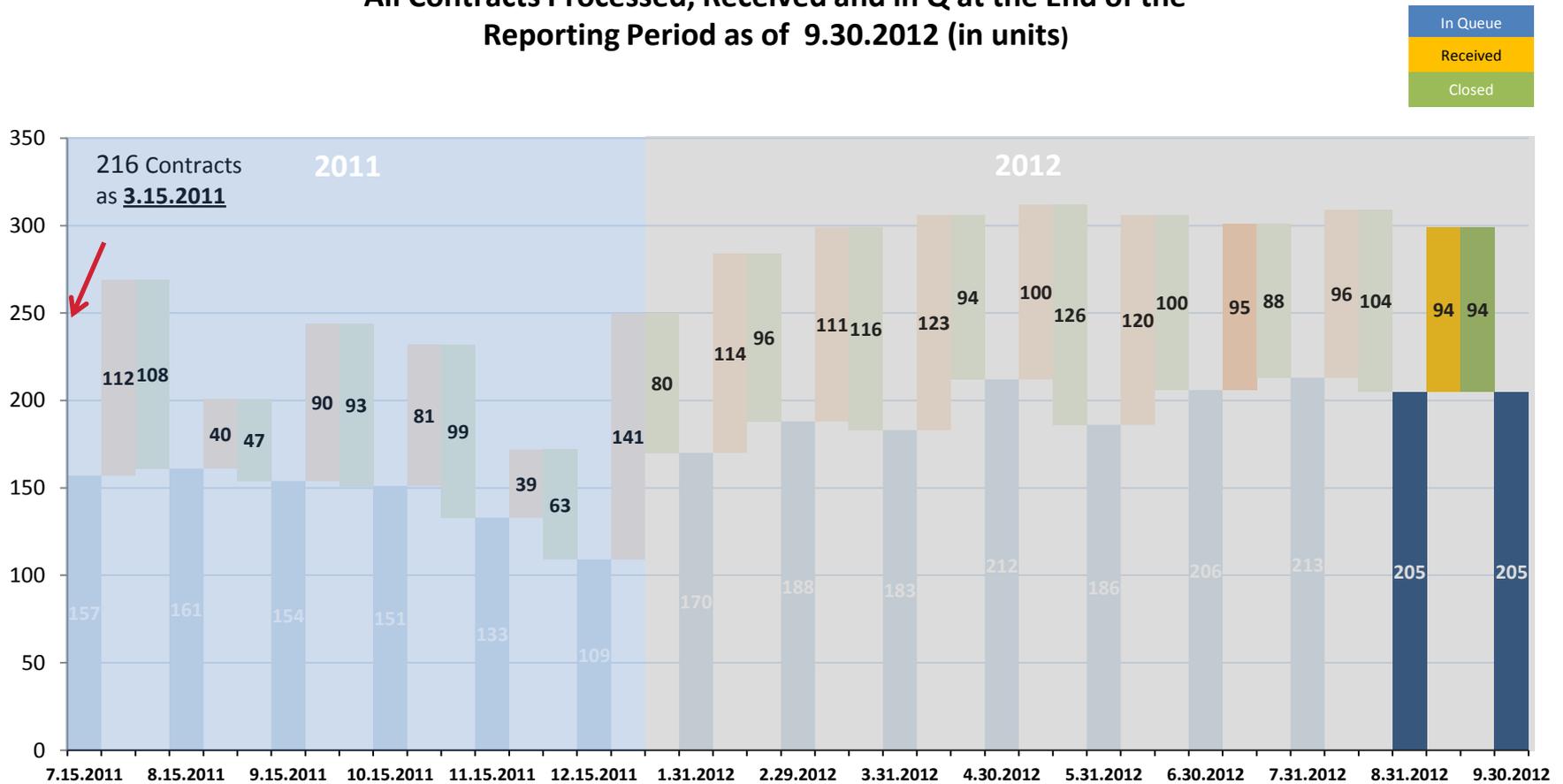
# Contract Approval Process

- Contract Processing and Approval

# Contracts: All Contracts Processed, Received and in Queue 7.15.2011 – 9.30.2012

(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 9.30.2012 (in units)

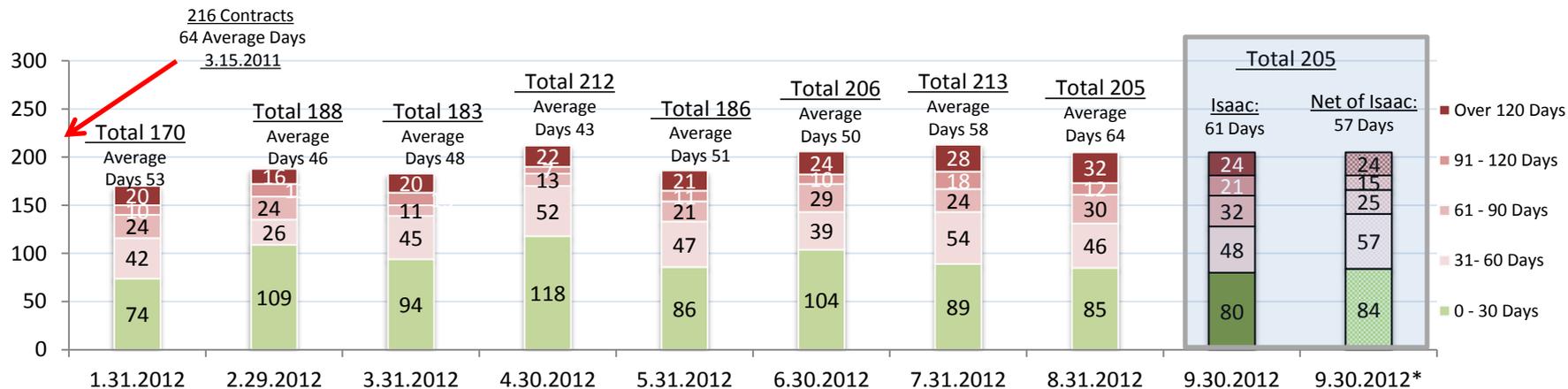


Source : Law Department and ECMS System 9.30.2012

# Contracts : All Contracts in Process by Period

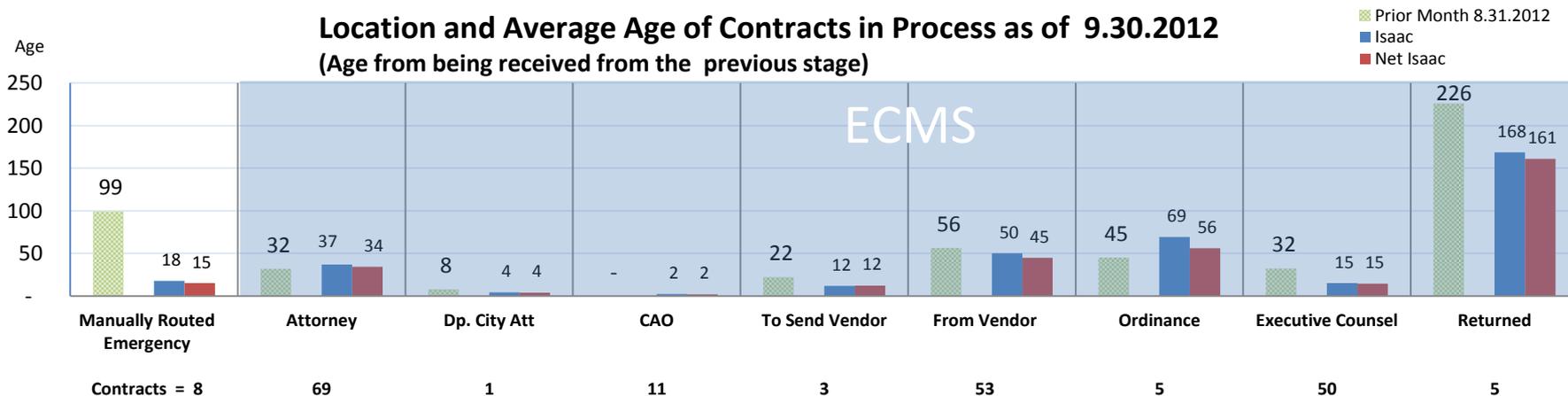
(Legal Review, CAO, City Attorney, Executive Counsel, Mayor/Council Approval)

## The Average Age of Contracts Awaiting Processing Decreased to 61 Days (Excluding Isaac 57 Days)



## Location and Average Age of Contracts in Process as of 9.30.2012

(Age from being received from the previous stage)



\* The September period (Net Isaac) was adjusted to exclude the effects of Hurricane Isaac. All contracts received before September were adjusted by 7 days (calendar)

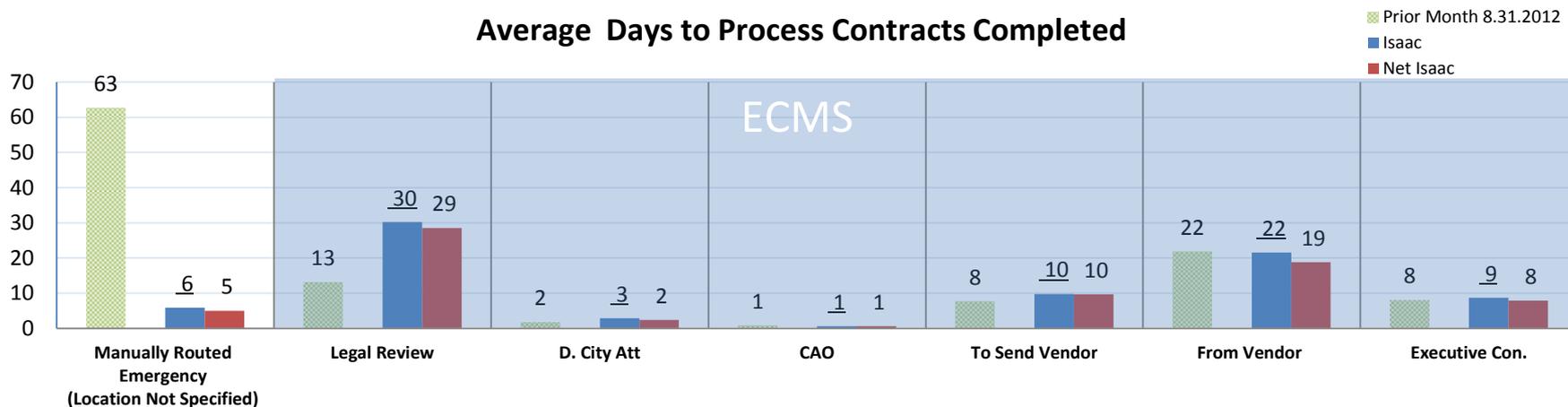
# Contracts : All Contracts Executed by Period

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

The Average Time to Close Contracts During the Period Increased to 66 Days from 54 Days. 33% of Contracts Were Closed in 30 Days or Less (80% Target)



## Average Days to Process Contracts Completed



\* The September period (Net Isaac) was adjusted to exclude the effects of Hurricane Isaac. All contracts received before September were adjusted by 7 days (calendar)

## Contracts Awaiting Vendor Signature

Departments	Number of Contracts	Average of Days Waiting for Vendor
PROPERTY MANAGEMENT	8	149
NEW ORLEANS BUILDING CORPORATION	3	109
NORD RECREATION DEPARTMENT	3	82
MAYOR	1	78
BLIGHT & REVITALIZATION	2	78
LAW	1	73
HUMAN SERVICES	1	71
AVIATION	5	31
OFFICE OF TECHNOLOGY & INNOVATION	3	26
CAPITAL PROJECT	4	21
Homeland Security Grant Approval	1	17
PUBLIC WORKS	7	16
FINANCE	2	15
HOMELAND SECURITY	2	5
NEIGHBORHOOD STABLIZATION	5	3
CAO	1	2
PIAZZA D'ITALIA DEVELOPMENT CORPORATION	1	2
POLICE DEPARTMENT	1	2
ECONOMIC DEVELOPMENT	1	2
HEALTH DEPARTMENT	1	1
	<b>53</b>	

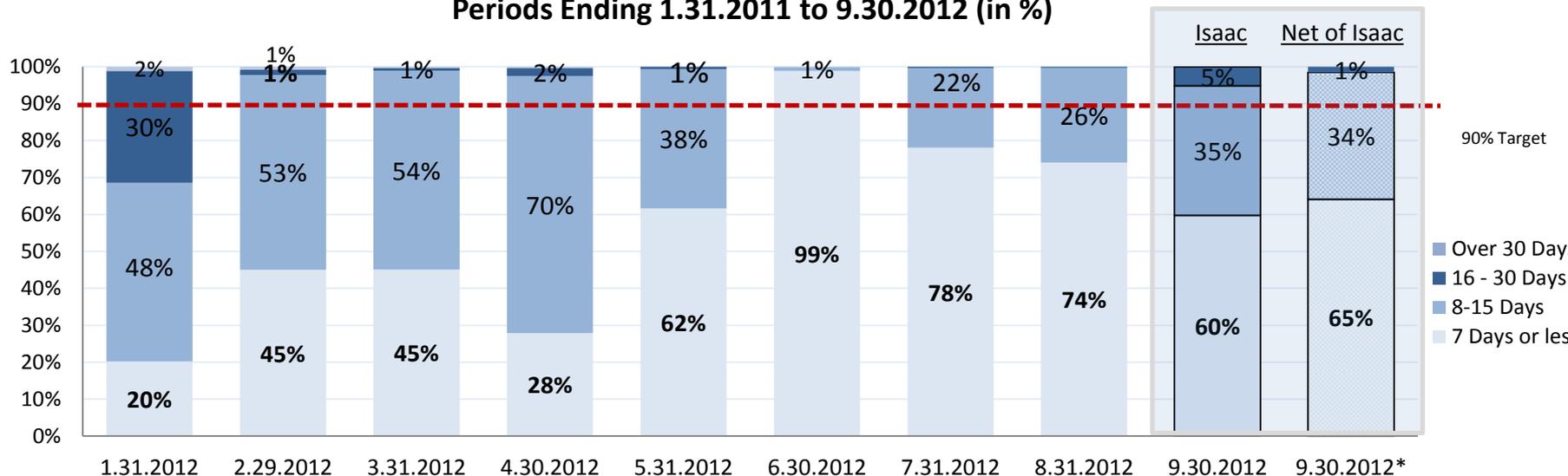
Note: Per policy memorandum 122R, each department/agency is responsible for reaching out to the vendor to obtain their signature after the law department sends the initial notification.

# The Check: Accounts Payable

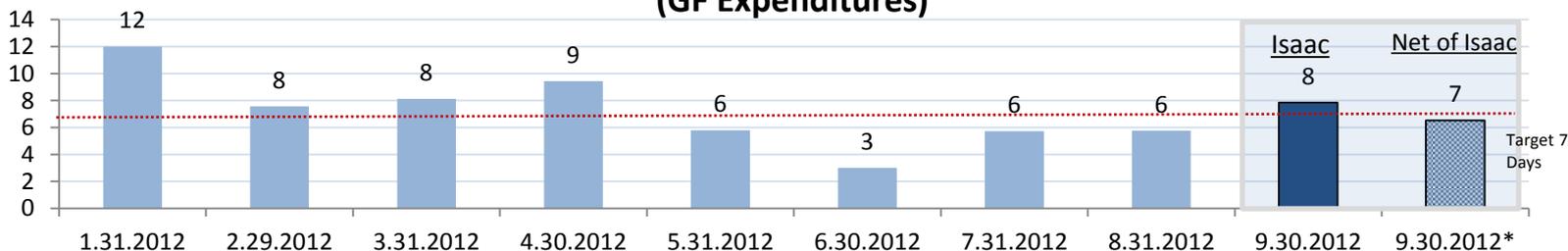
- General Fund Payments
  - Processing by Accounts Payable
  - Payment from Invoice Date
- Capital and Grants Expenditure Payments
  - Processing by Accounts Payable
  - Payment from Invoice Date
  - Detail Review (invoices in the pipeline)
    - CDBG Invoice Payments
    - DPW Payments
    - DPW Revolver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

# The Percentage of General Fund (and Agency) Payments Processed in 7 Days or Less at 60% (64% Net of Isaac)

Working Days to Process General Funds and Agencies Check Payments by A/P Office for Periods Ending 1.31.2011 to 9.30.2012 (in %)

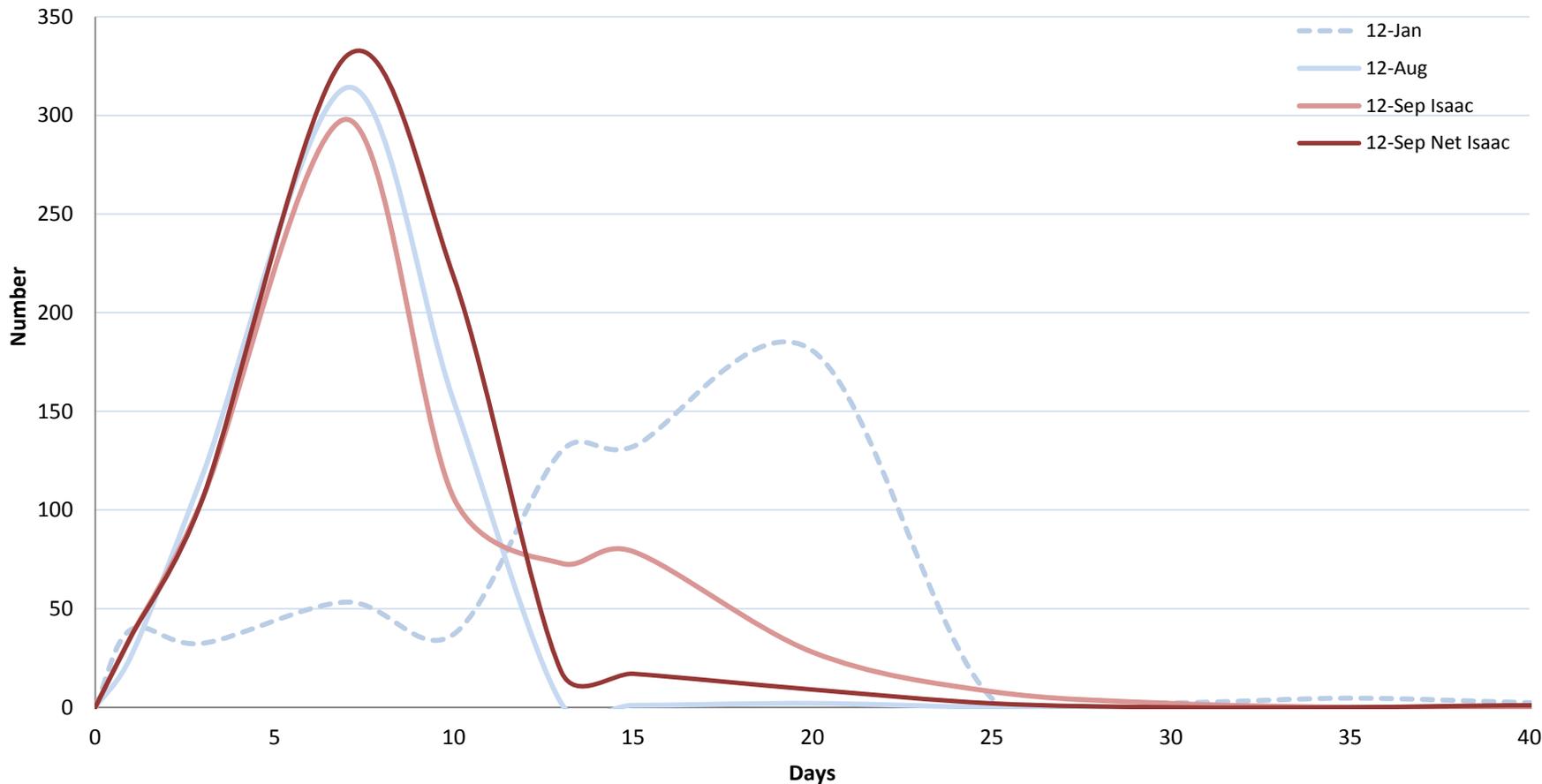


Average Number of Days to Process Invoices by A/P Department (GF Expenditures)



\* The September period (Net Isaac) was adjusted to exclude the effects of Hurricane Isaac. All payments received before September were adjusted by 5 days (working)

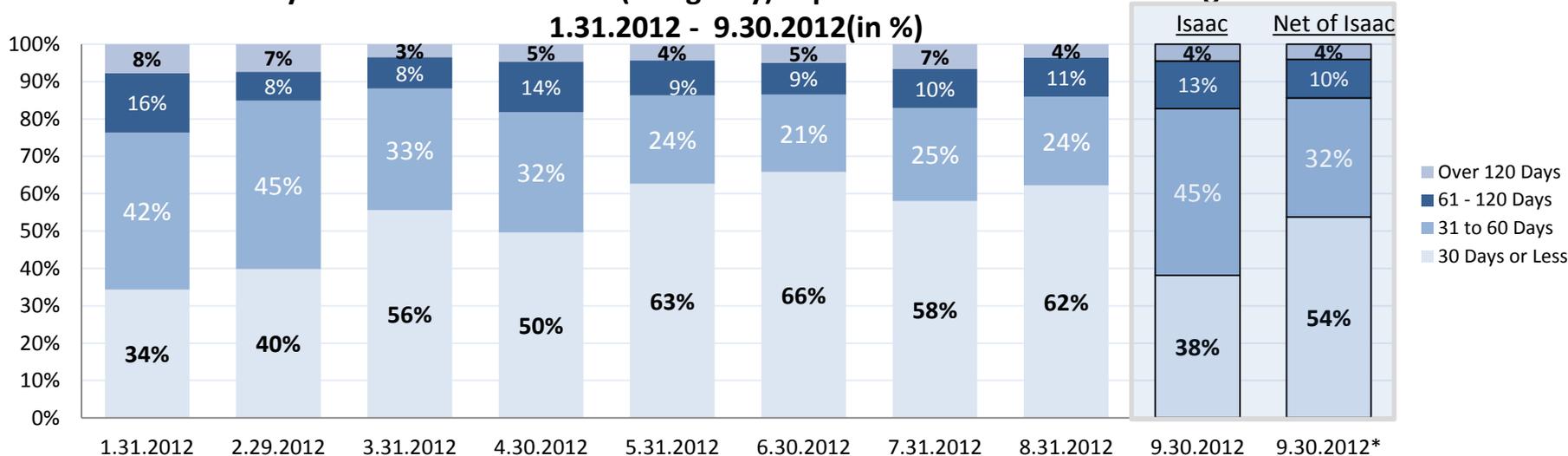
## Distribution of Accounts Payable Processing GF Payments



\* The September period (Net Isaac) was adjusted to exclude the effects of Hurricane Isaac. All payments received before September were adjusted by 5 days (working)

# The Percentage of General Fund (and agency) Payments in 30 Days or Less Decreased to 38% (54% Net of Isaac) in the Current Period

Percentage of Payments in Days From Invoice Date to Payment for General Fund (or Agency) Expenditures for Periods Ending 1.31.2012 - 9.30.2012(in %)

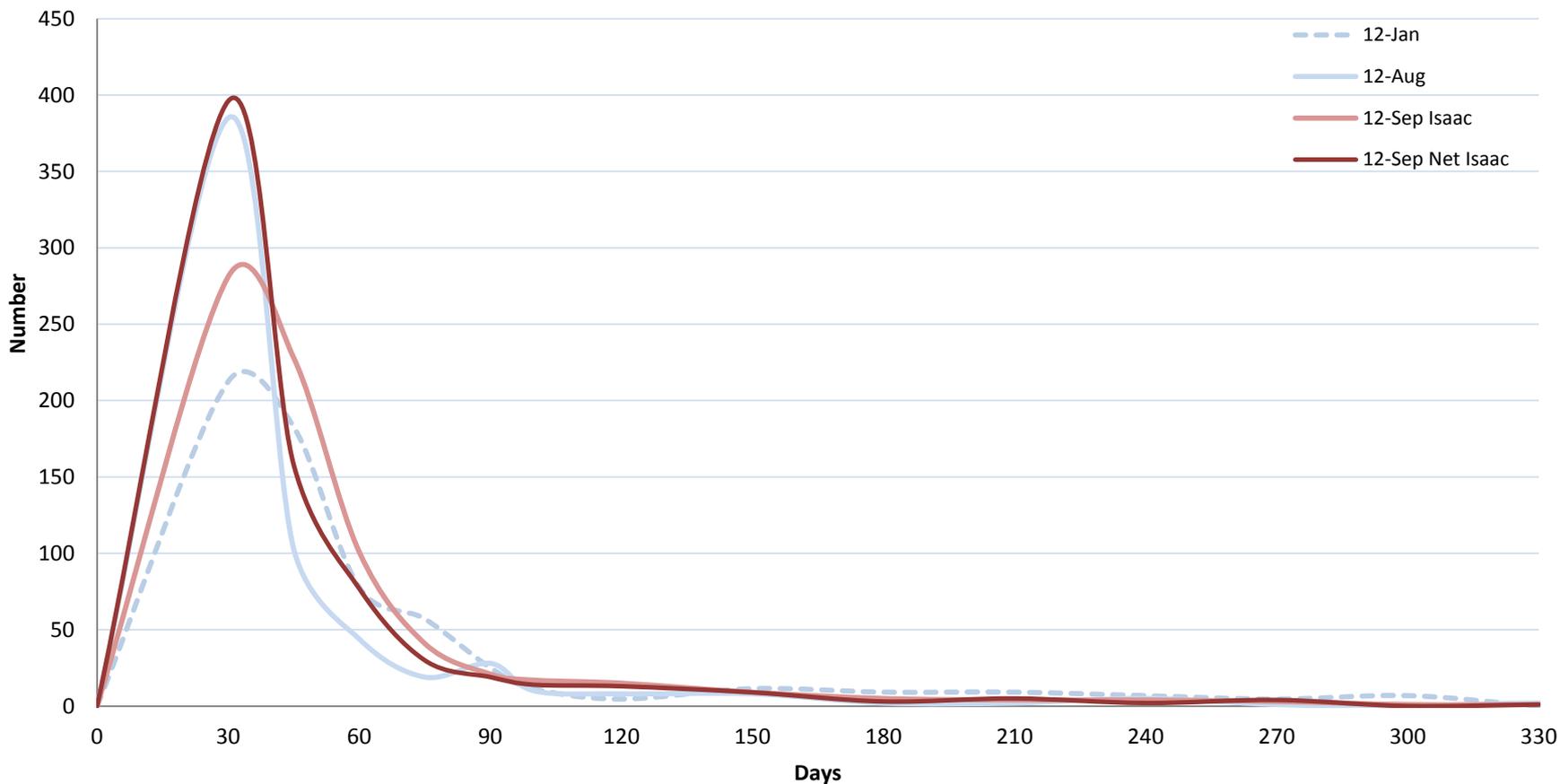


Average Number of Days to Pay Invoices From Invoice Date (GF Expenditures)



\* The September period (Net Isaac) was adjusted to exclude the effects of Hurricane Isaac. All payments received before September were adjusted by 7 days (calendar)

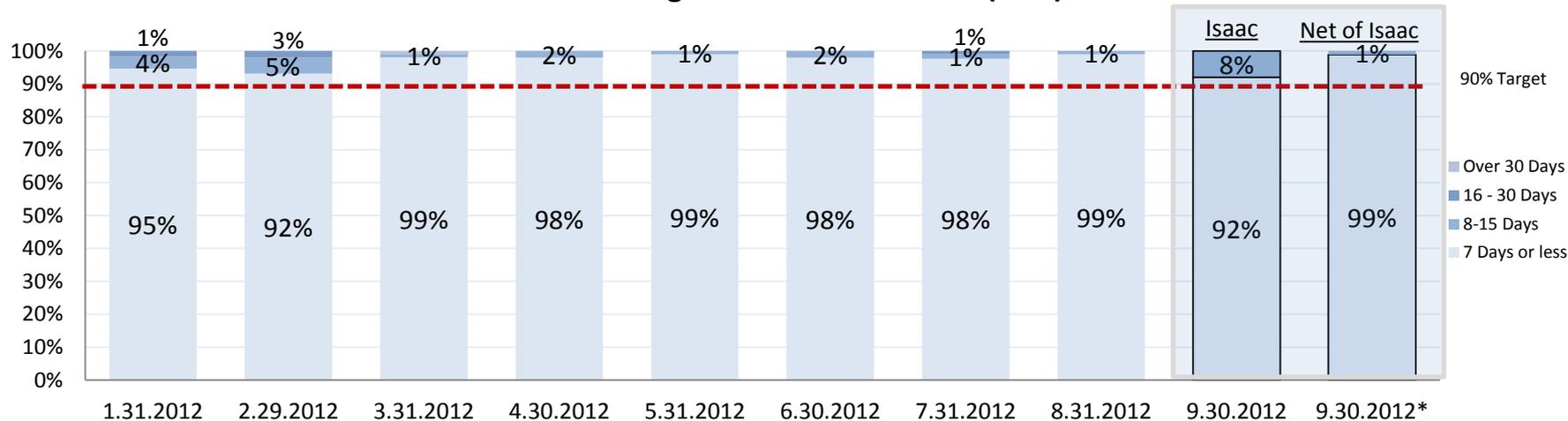
### Invoice Date to Check Date Distribution for GF & Agency Payments



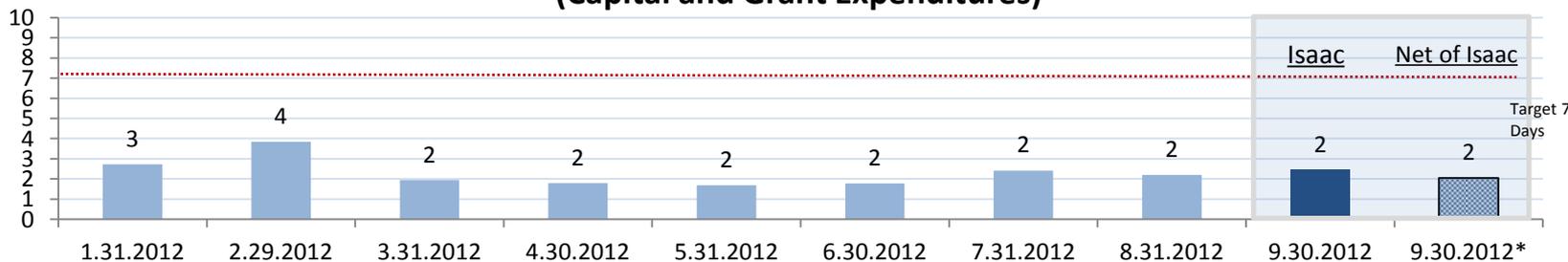
\* The September period (Net Isaac) was adjusted to exclude the effects of Hurricane Isaac. All payments received before September were adjusted by 7 days (calendar)

# The Percentage of Capital and Grant Payments Processed in 7 Days or Less Remains Over the 90% Target

**Working Days to Process Capital Expenditures and Grants Check Payments by A/P Office for Periods Ending 1.31.2012 - 9.30.2012(in %)**



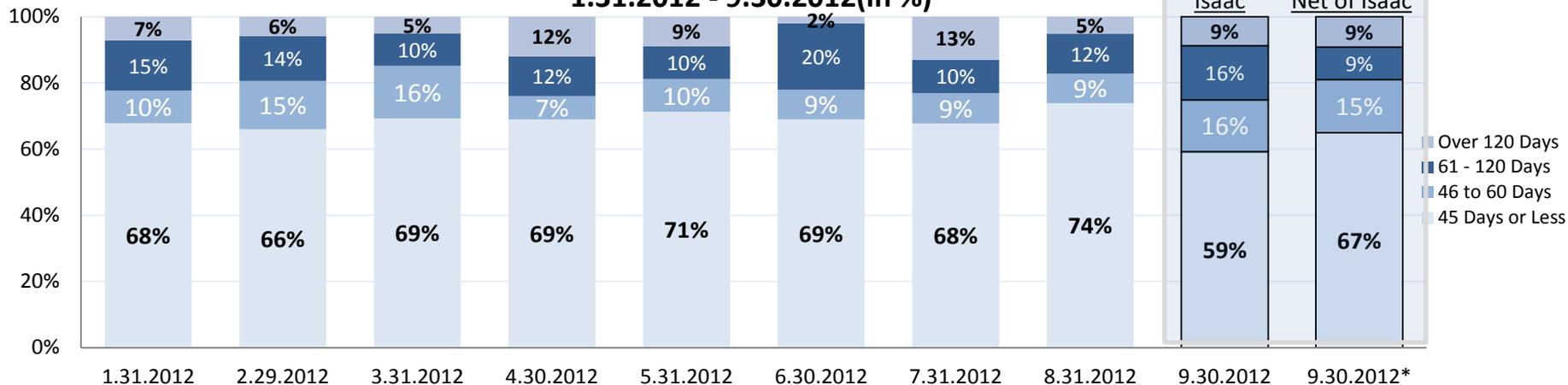
**Average Number of Days to Process Invoices by A/P Department (Capital and Grant Expenditures)**



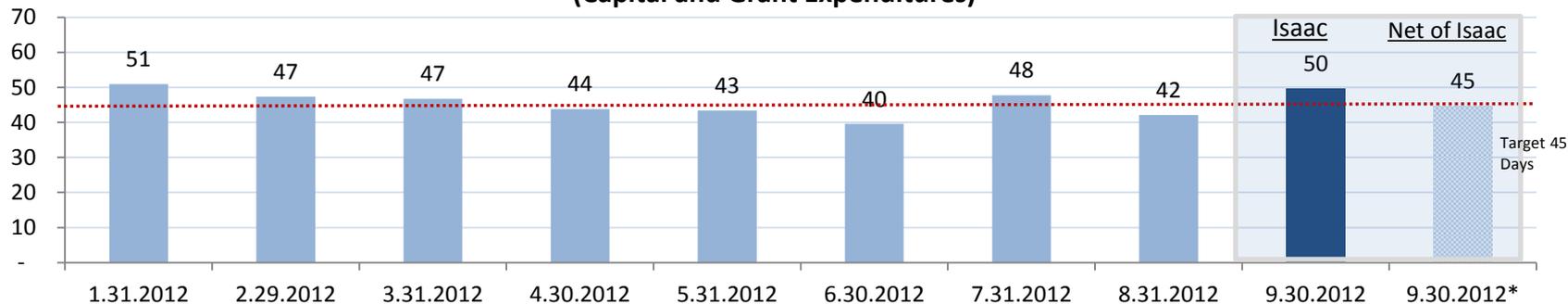
\* The September period (Net Isaac) was adjusted to exclude the effects of Hurricane Isaac. All payments received before September were adjusted by 5 days (calendar)

# The Percentage of Capital and Grant Payments Made in 45 days or Less from Invoice at 58% (65% Net of Isaac)

Percentage of Payments in Days From Invoice Date to Payment for Capital and Grant Expenditures for Periods Ending 1.31.2012 - 9.30.2012(in %)

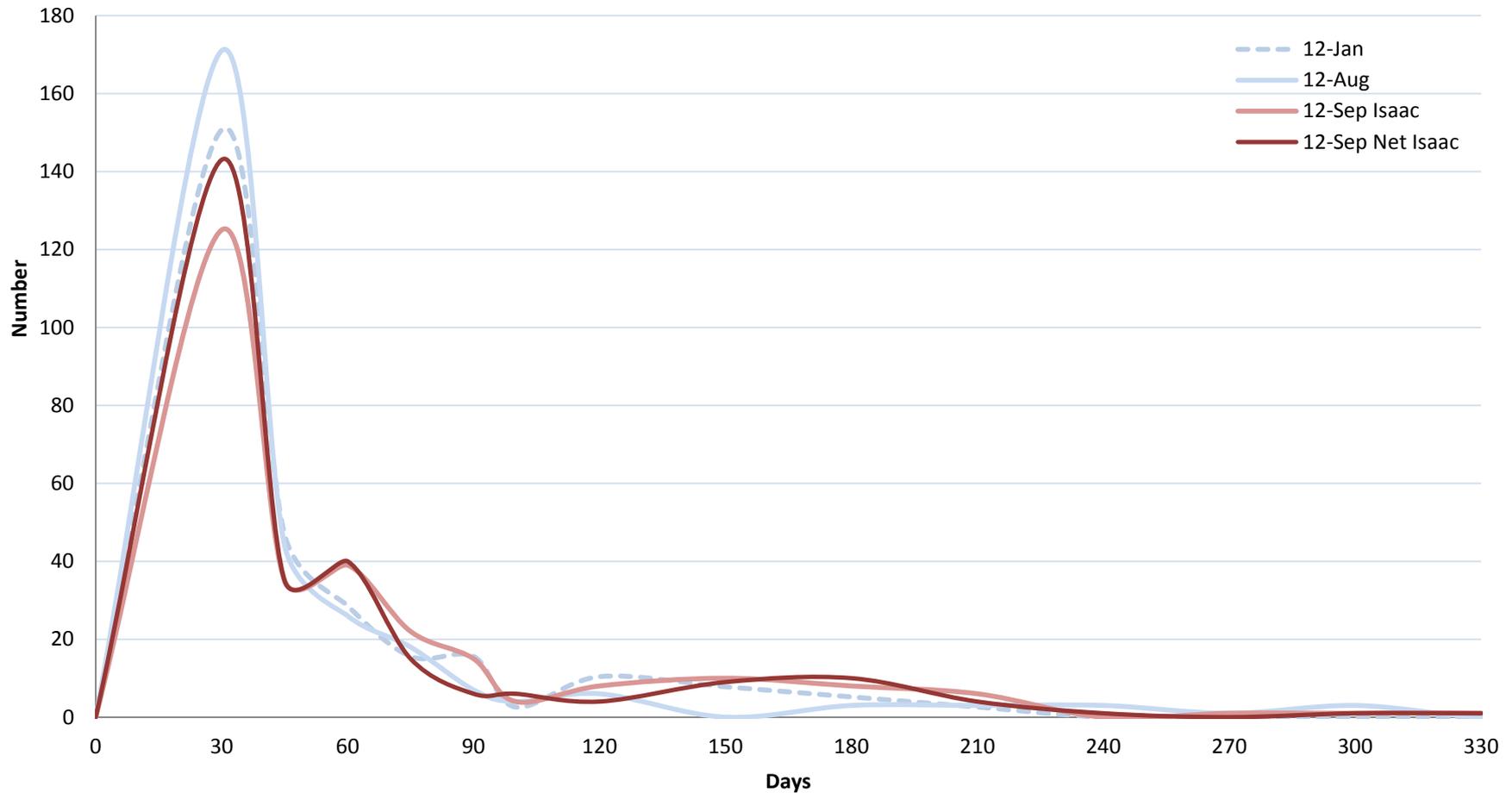


Average Number of Days to Pay Invoices From Invoice Date (Capital and Grant Expenditures)



\* The September period (Net Isaac) was adjusted to exclude the effects of Hurricane Isaac. All payments received before September were adjusted by 7 days (calendar)

### Invoice Date to Check Date Distribution for Capital and Grants Payments



\* The September period (Net Isaac) was adjusted to exclude the effects of Hurricane Isaac. All payments received before September were adjusted by 7 days (calendar)

Source :Accounts Payable and Office of Performance and Accountability.  
Collected 10.4.2012 – 10.10.2012

## Results for Payments Vouched Between 9.1.2012 and 9.30.2012

Vendor Payment Population 737 between 9.1.2012 – 9.30.2012

General Fund & Agencies Department	Over 60 Days		Grand Total	(**) % Dep. Late
	No	Yes		
CLERK OF CRIMINAL DIST COURT	1	3	4	75%
LAW	14	8	22	36%
AVIATION	81	27	108	25%
ITI	11	3	14	21%
CITY PLANNING	4	1	5	20%
SAFETY & PERMITS	4	1	5	20%
NORD	41	10	51	20%
POLICE	28	6	34	18%
COUNCIL	38	8	46	17%
SANITATION	6	1	7	14%
TOURISM, ARTS, & ENTERTAINMENT	12	2	14	14%
MOSQUITO CONTROL	25	4	29	14%
EMD	21	3	24	13%
REVENUE	7	1	8	13%
PUBLIC WORKS	29	4	33	12%
HEALTH	15	2	17	12%
PROPERTY MANAGEMENT	18	2	20	10%
PARKS & PARKWAY	30	3	33	9%
HUMAN SERVICES	21	2	23	9%
MAYORS OFFICE	36	3	39	8%
LIBRARY	58	4	62	6%
INSPECTOR GENERAL	15	1	16	6%
FIRE	15	1	16	6%
OCD	5		5	0%
ACCOUNTING	5		5	0%
CAO	12		12	0%
CORONER	17		17	0%
EMS	17		17	0%
REGISTRAR OF VOTERS	6		6	0%
TREASURY	4		4	0%
Other (3 or less payments)	36	5	41	12%
<b>TOTAL</b>	<b>632</b>	<b>105</b>	<b>737</b>	<b>14%</b>

Vendor Payment Population 275 between 9.1.2012 – 9.30.2012

Capital & Grants Department	Over 60 Days		Grand Total	(**) % Dep. Late
	No	Yes		
CAPITAL PROJECTS	27	15	42	36%
PUBLIC WORKS	25	8	33	24%
OCD	87	15	102	15%
HEALTH	54	6	60	10%
OFFICE OF WORK FORCE DEVELOPMENT	13		13	0%
HOMELAND SECURITY	11		11	0%
Other (3 or less payments)	9	5	14	36%
<b>TOTAL</b>	<b>226</b>	<b>49</b>	<b>275</b>	<b>18%</b>

**Note:** Information was adjusted to excluded the effects from Hurricane Isaac (7 days calendar)

(\*\*)Represents the percentage of payments over 60 days, from invoice date, for the specific department.

Source :Accounts Payable Records 9.1.2012 – 9.30.2012 (Information collected between Collected 10.4.2012 – 10.10.2012)

## CDBG Invoices: Several Invoices Remain Over the 60 Days Goal

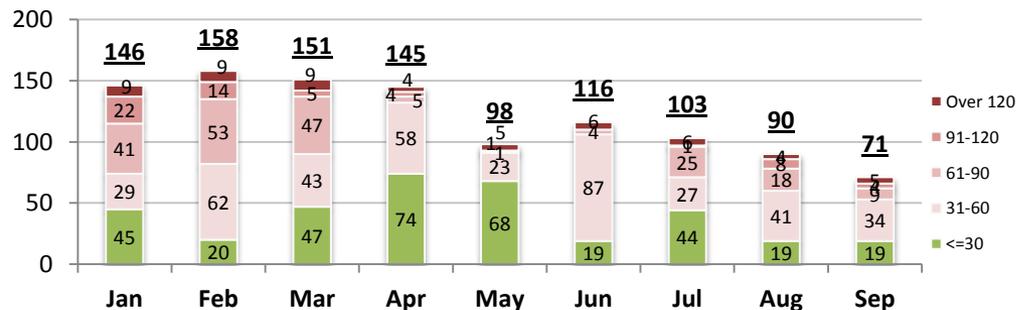
Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Send to Owning Department				1	1	2
Owning Department to Send to Accounting		10		1	1	12
Accounting to Approve	1					1
State DRU to Send to State Finance	16					16
State Finance to Pay City	2	19	3			24
Payment to Hit City's Bank		2	1			3
City to Cut Check		3	5	2	3	13
<b>Total</b>	<b>19</b>	<b>34</b>	<b>9</b>	<b>4</b>	<b>5</b>	<b>71</b>

Over 60 days

Over 30 days

Reasons for Delay	<=30	31-60	61-90	91-120	Over 120
Dispute with the vendor		7		1	3
Not processed timely					1
With the State (average 27 days)		19		1	
Contract being processed					
Other		2			1
Paid as of 10.11.2012		6	9	2	

OCD Aging of Invoices in the Pipeline by Period



## DPW City Invoices: Two Invoices in the 120 Days Category Are Waiting For Contracts to be Processed

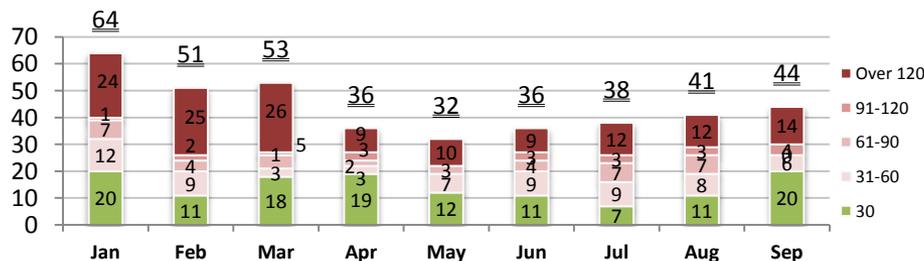
Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
PM to Approve	1					1
Department to Create Receiver	8				6	14
Finance to Receive from Department	3					3
Finance to Cut Check	3				3	6
Finance to Release Check	1	1			1	3
Invoice on Hold	4	5		4	4	17
<b>Grand Total</b>	<b>20</b>	<b>6</b>	<b>0</b>	<b>4</b>	<b>14</b>	<b>44</b>

Over 60 days

Over 30 days

Reasons for Delay				
Dispute with the vendor		1		
Goods received at a later date / Services were not rendered				
Invoice was misplaced / not processed timely				
Contract being processed		1		2
Other*		2		4
10.11.2012		2		8

**DPW City: Aging of Invoices in the Pipeline by Period**



Information obtained from DPW Department 10.1.2012 and 10.11.2012

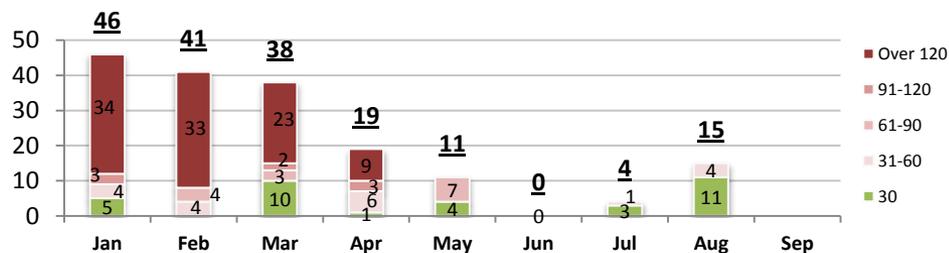
## DPW Revolver Invoices : No Outstanding Invoices

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Deliver to Finance						
Finance to Receive from Department						
State to Send to Hancock						
<b>Grand Total</b>	0	0	0	0	0	0

Over 60 days

Over 30 days

**DPW Revolver: Aging of Invoices in the Pipeline by Period**



Information obtained from DPW Department 10.1.2012 and 10.11.2012

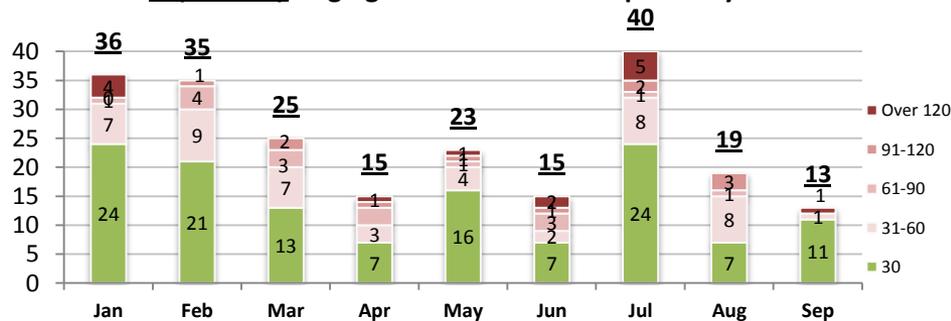
# Capital Projects City Invoices: All Invoices Over 60 Days Were Paid as of 10.11.2012

Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver	1					1
Department to Deliver to Finance	5					5
Finance to Cut Check	5	1			1	7
<b>Total</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>13</b>

Over 60 days  
Over 30 days

Reasons for Delay	<=30	31-60	61-90	91-120	Over 120
Dispute with the vendor					
Goods received at a later date / Services were not rendered					
Invoice was misplaced / not processed timely					
Contract being processed					
Other					
<b>Paid by 10.11.2012</b>		<b>1</b>			<b>1</b>

**Capital City : Aging of Invoices in the Pipeline by Period**



Information obtained from CPA 10.1.2012 and 10.11.2012

# Capital Projects Revolver Invoices: Only One Invoice Over 60 Days is Outstanding

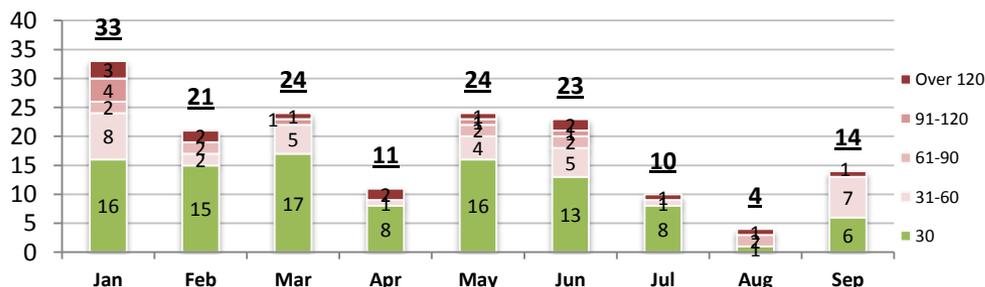
Processing Stage	Age					Total
	<=30	31-60	61-90	91-120	Over 120	
Department to Create Receiver	3					3
State to Send to Hancock	3	7				10
Invoice on Hold					1	1
<b>Total</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>14</b>

Over 60 days

Over 30 days

Reasons for Delay	
Dispute with the vendor	1
Goods received at a later date / Services were not rendered	
Invoice was misplaced / not processed timely	
Contract being processed	
Other	1
Paid by 10.11.2012	6

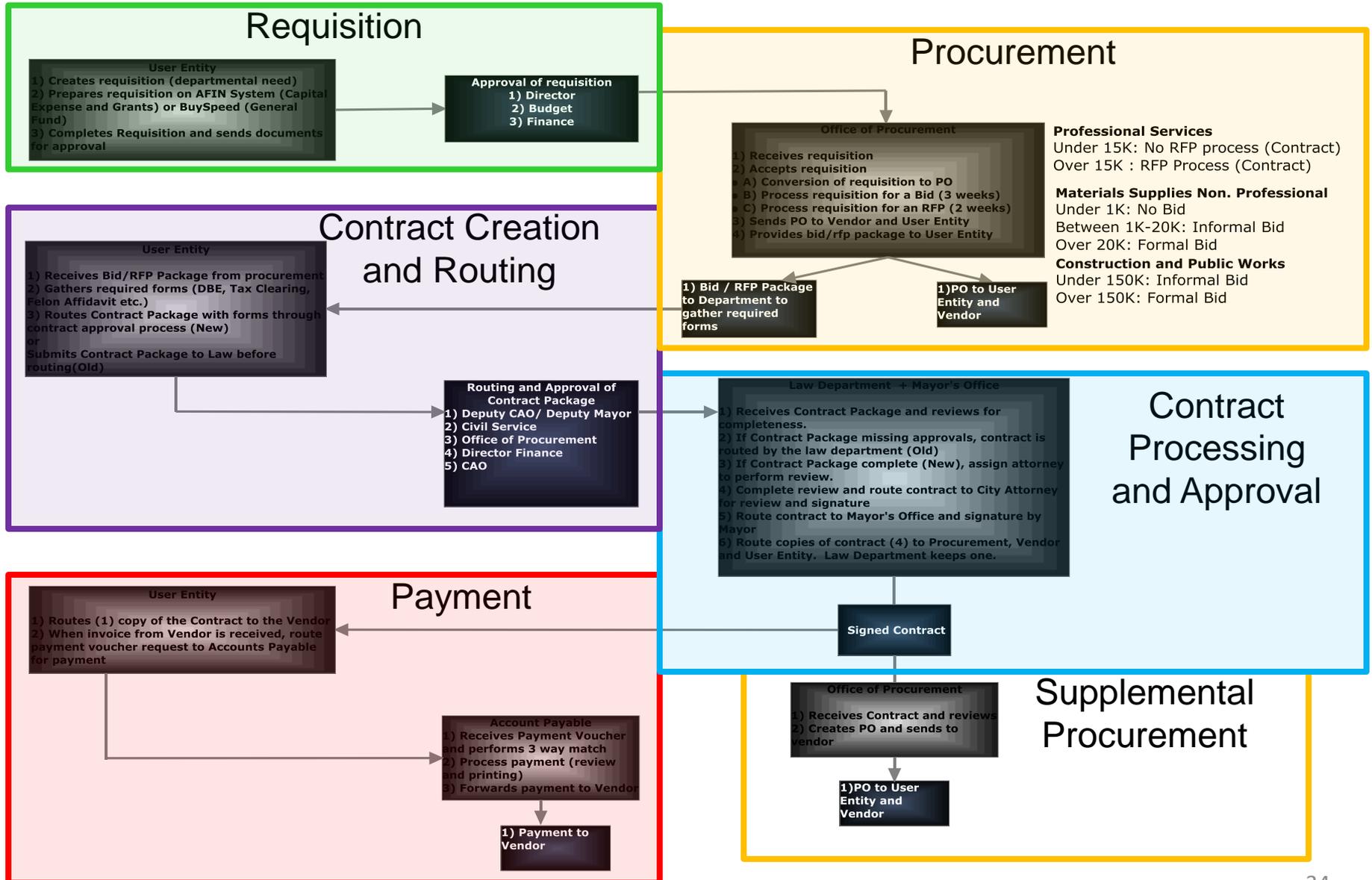
**Capital Revolver: Aging of Invoices in the Pipeline by Period**



Information obtained from CPA 10.1.2012 and 10.11.2012

# 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?