

The Office of Inspector General for the City of New Orleans (OIG) continuously monitors the City's procurement activities and provides technical assistance and feedback to improve procurement processes. The purpose of this review was to determine whether the City and professional service contractors acted in accordance with monitoring and accountability requirements outlined in Executive Order MJL 10-05.

Effective third-party contracting requires: (1) ongoing monitoring of the contractor's progress while work is being performed, and (2) evaluation at the conclusion of the project to determine whether services of acceptable quality were provided on time and within budget. Developing standardized processes to record, retain, and disseminate this information to future selection committees allows the contracting entity to identify contractors who have either exceeded or failed to meet expectations on previous projects.

Executive Order MJL 10-05, issued in May 2010, requires contract managers to document their monitoring and evaluation activities by submitting written reports to the City's Procurement Office. Executive Order MJL 10-05 also requires professional service contractors to submit post-contract disclosures to the Procurement Office. The City's Chief Procurement Officer (CPO) is required to maintain this information in a central location and distribute the reports to selection committees when a contractor is being considered for a future procurement.

Despite these requirements, evaluators found:

- The City and Chief Procurement Officer (CPO) did not implement a formal system to distribute, collect, and monitor progress and evaluation forms from contract managers.
- The City's professional service contractors did not submit post-contract disclosures to the Procurement Officer.

The CPO created a post-contract evaluation form in August 2013 and provided it to some contract managers during in-person meetings. Evaluators conducted interviews for this review in May 2015 and found that the CPO had one

completed post-contract evaluation form, no interim progress reports, and no post-contract disclosures.¹ The informal manner in which the form was implemented and distributed was likely a significant factor in the failure to meet the standards outlined in Executive Order MJL 10-05.

Evaluators recommend that the City act in accordance with its policies by developing formal systems to distribute and collect interim progress reports and post-contract evaluations/disclosures so that this information can be provided to selection committees in the future. Effective implementation of these processes should provide the City with long-term benefits designed to withstand staff and electoral turnover.

Evaluators will continue to monitor the City's procurement activities to provide technical assistance and feedback to improve the City's processes.

¹ The CPO provided four documents in the form of letters and emails between City personnel and contractors related to performance issues but these did not meet the standards outlined in Executive Order MJL 10-05.