



MEMORANDUM

JUN 19 2002

From: MAYOR WILLIE L. BROWN, JR. *WLB*
To: All Departments and Department Heads
Date: June 3, 2002
Re: CONTRACT ACCOUNTABILITY MEASURES AND PERFORMANCE
REVIEW PROCEDURES

I am hereby directing all departments and their respective department heads to institute accountability measures and contract performance review procedures to ensure that the City is obtaining from its contractors and service providers the very best products and level of service possible.

The accountability measures must include, at a minimum, verification that services and products the City purchases are delivered timely and are satisfactory; invoices are accurate and are verified against receipt of deliverables prior to issuing payments; and that we maximize the use of all available discounts. There is no room for tolerating substandard services or false claims from contractors. Strict accountability measures can produce tangible cost savings in future budget cycles.

I am further directing department heads to review contractor performance under all of their contracts in light of the accountability measures and performance review procedures they have instituted and provide a written report to the Mayor's Budget Office of the results of their review and the actions taken to institutionalize strict accountability standards for City contractors.

All departments must provide their reports by December 15, 2002. Department heads are reminded that they are expected to comply with all applicable competitive bidding requirements in the City Charter and Administrative Codes.

If you have questions regarding this memo, contact Steve Kawa at (415) 554 - 6162.