

BCTS Contract Quality Management System



Performance Results
Fiscal 10/11

BCTS Contracting Performance Measures & Targets

BCTS has four objectives that together support the achievement of its contracting goal – Effective Contracting.

BCTS Contracting Performance Measures & Targets

Objective 1

BCTS people have appropriate levels of contracting knowledge and competency.

Objective 2

Efficient and competitive contracting practices providing value for money.

Objective 3

Fair, transparent and consistent contracting practices across BCTS.

Objective 4

Continuously improve BCTS' contracting practices.

BCTS Contracting Performance Measures & Targets

Success in achieving these objectives is measured through the following four performance measures:

1. Percent of people that have completed required contracting courses for their position as set out in the contract training matrix.
2. The total value of directly awarded contracts as a percent of the total value of contracts.
3. The number of contractor complaints received through the Vendor Complaint System as a percent of the total number of contracts.
4. The number of audit, working group, and advisory committee recommendations, projects and initiatives implemented as a percentage of those made.

Measure 1

Percent of people that have completed required contracting courses for their position as set out in the contract training matrix.

	<u>FY10/11</u>	<u>FY09/10</u>	<u>FY08/09</u>
TARGET:	60%	50%	30%
RESULT:	65%	55%	43%

BCTS PCMP PERFORMANCE RESULTS FY11

<i>BUSINESS AREAS</i>	<i>Percentage</i>	<i>Complete</i>	<i>Required</i>	<i>Incomplete PCMP 110</i>
Babine	66 %	88	134	1
Cariboo-Chilcotin	54 %	120	223	5
Chinook	68 %	95	139	0
Kamloops	60 %	154	256	0
Kootenay	61 %	114	188	11
Okanagan-Columbia	59 %	103	176	0
Peace-Liard	75 %	111	148	0
Prince George	63 %	80	128	0
Seaward-Tlasta	85 %	127	149	0
Skeena	64 %	98	153	0
Strait of Georgia	51 %	106	208	9
Stuart-Nechako	72 %	136	189	1
Headquarters	64 %	83	129	1

<i>By Contract Role</i>	<i>Percentage</i>	<i>Complete</i>	<i>Required</i>	<i>Comments</i>
Qualified Receiver	59 %	952	1616	
Expense Authority	75 %	234	310	
Resource Clerk	67 %	86	128	includes HQ Financial Ops Assistants
Business Analyst	91 %	20	22	
Business Manager	60 %	21	35	8 of 12 BM's are CCs
Contract Champion	99 %	214	217	CCs are not included in BA totals
Woodlands Manager	38 %	17	45	2 of 12 WM's are CC + 1 vacant
Timber Sales Manager	43 %	26	60	400 series not available
BCTS Executive Director	40 %	2	5	same as last fiscal
BC Timber Sales by Contract Role	65 %	1572	2438	

Measure 2

The total value of directly awarded contracts as a percent of the total value of contracts.

	<u>FY10/11</u>	<u>FY09/10</u>	<u>FY08/09</u>
TARGET:	7%	7%	7%
RESULT:	4%	5%	6%

Direct Award by Business Area

BUSINESS AREA	FY 10/11	FY 09/10	FY 08/09
Babine	1%	1%	3%
Cariboo-Chilcotin	13%	14%	7%
Chinook	3%	2%	4%
Kamloops	5%	8%	6%
Kootenay	7%	5%	6%
Okanagan-Columbia	6%	3%	2%
Peace-Liard	4%	8%	5%
Prince George	1%	1%	6%
Seaward	10%	6%	3%
Skeena	3%	5%	4%
Strait of Georgia	3%	3%	3%
Stuart-Nechako	2%	2%	2%
Headquarters	3%	4%	27%
TOTAL VALUE	79,737,202.66	\$119,124,438.71	\$109,989,065.82
TOTAL DA	3,424,924.36	\$5,502,938.65	\$6,426,003.49
DA PERCENT	4%	6%	5%

Measure 3

The number of contractor complaints received through the Vendor Complaint System as a percent of the total number of contracts.

	<u>FY10/11</u>	<u>FY09/10</u>	<u>FY08/09</u>
TARGET:	<1%	<1%	<1%
RESULT:	0.25%	0.29%	0.40%

Measure 4

The number of audit, working group and advisory committee recommendations, projects and initiatives implemented as a percentage of those made.

	<u>FY10/11</u>	<u>FY09/10</u>	<u>FY08/09</u>
TARGET:	90%	90%	75%
RESULT:	85.7%	86.5%	89.6%

BCTS 2011/12 TARGETS

Objective 1 – 70% (up 10 points)

Objective 2 – 7% (no change)

Objective 3 – <0.5% (down 0.5 points)

Objective 4 – 90% (no change)

NEXT STEPS.....

Training

1. PCMP 201/202 planned for Dawson Creek, Smithers and Nelson and 203 in Kamloops, Prince George and Campbell River in 2011/12.
2. Will be updating the matrix to ensure staff with no significant contract role are accurately identified as requiring only PCMP 110.
3. Remind people about BCTS policy requirement that all new staff to BCTS obtain PCMP 110 within 3 months of hire.
4. Locations with people without PCMP 110 will ensure their people all complete it by Dec. 31, 2011

Direct Awards

1. TCC and TST will provide rationale for their high direct award percentages and submit action plans to reduce their percentage of directly awarded contract to corporate target of 7% or less.