

Performance & Risk Management System for Service Contracts

Clarity is the key

Jeff Shmulburd
CMDR Michael Hicking
Navy Contracting Bureau
30th June 2011



Services Provision Locations



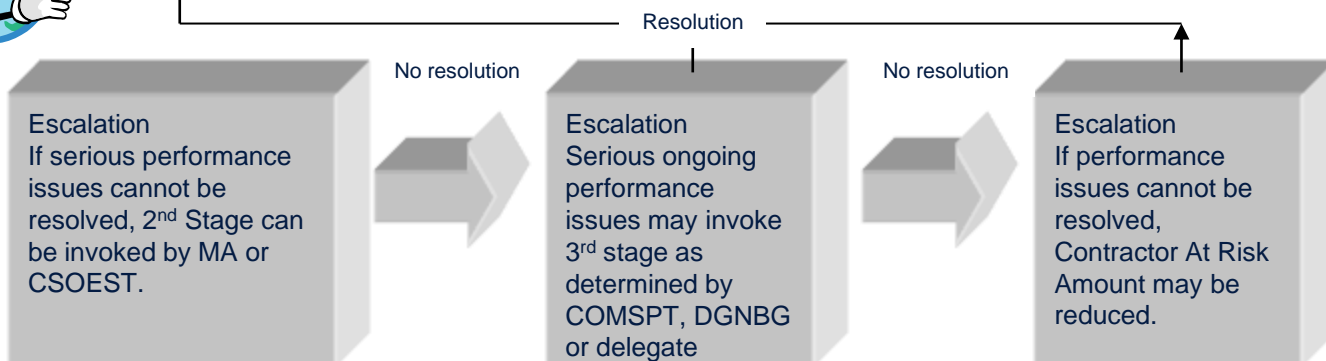
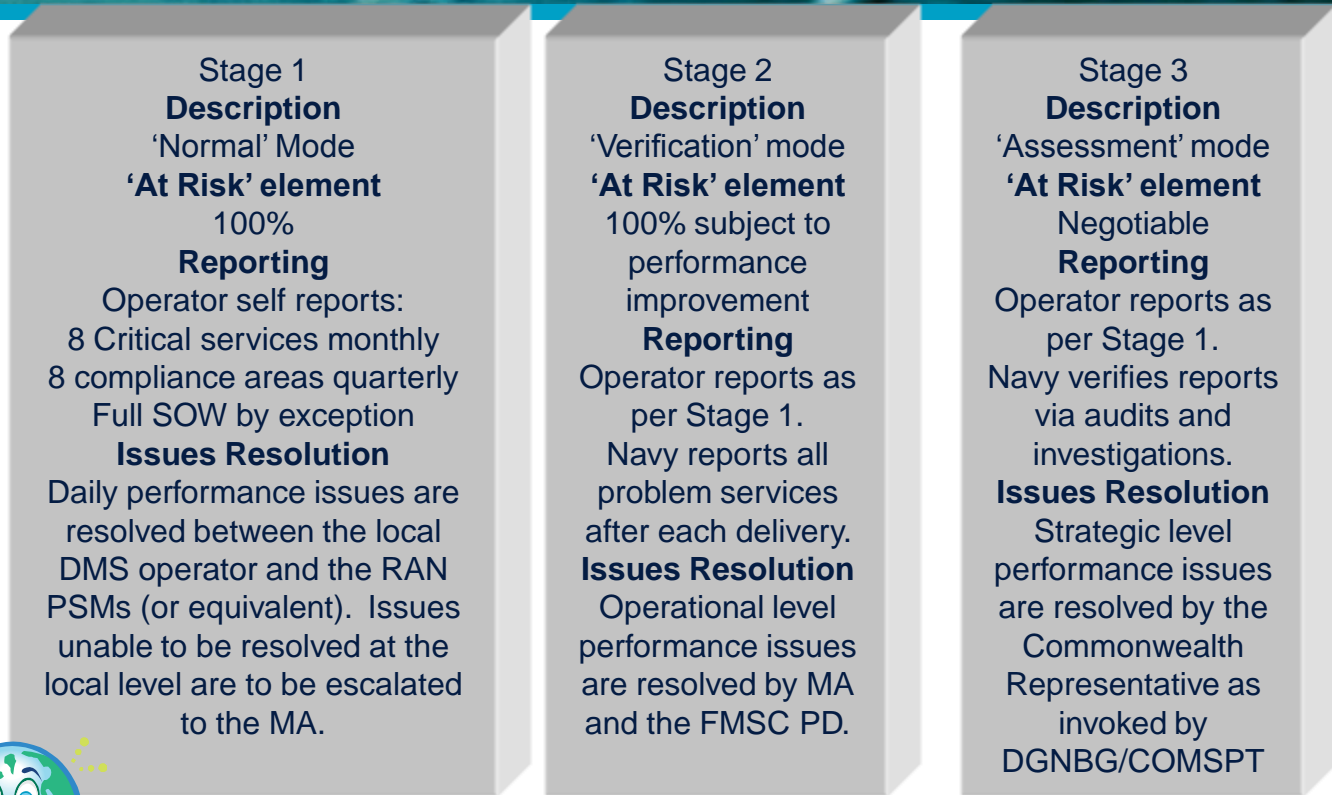
PRMS OBJECTIVES

- **Provide a mechanism to measure and assess contractor performance against key contracted tasks.**
- **Provide an objective basis for contract performance management.**
- **Align contractor performance with Navy contracted requirements.**
- **Manage non-performance by the contractor.**

PRMS FRAMEWORK STRUCTURE

- **PRMS is structured to measure contractor performance across the full range of services as per SOW.**
- **PRMS focus is on those services and obligations identified as services affecting Navy's operational performance and capability.**
- **Key element of the PRMS – At Risk Amount (ARA), set as % of the monthly fee.**
- **Systemic poor performance and / or non compliance may result in payment reduction.**

OPERATION OF THE PRMS FRAMEWORK



FLEET MARINE SERVICES CONTRACT – PERFORMANCE MANAGEMENT

- **Developed for Fleet Marine Services Contract (23 services nationally + Navy Technical Regulation, OHS & Security)**
- **Need to be robust, accessible, intuitive**
- **Aim to reduce operator workload**



FLEET MARINE SERVICES CONTRACT - PERFORMANCE MANAGEMENT

- **Application operational on Defence Restricted Network**
 - Available to all ships & Port Service Managers
 - One logon per unit to ensure consistency
 - Contractor access via remote log on
 - Read/write access specific to own reqts



FLEET MARINE SERVICES CONTRACT - PERFORMANCE MANAGEMENT

- **Administered through MA office**
 - Business Rules provide broad guidance
 - Monthly agenda item




Unit Performance Matrix



CLASS:

UNIT:



	CAIRNS <small>NAVY DMS</small>	DARWIN <small>NAVY DMS</small>	FBW <small>NAVY DMS</small>	JERVIS BAY <small>NAVY DMS</small>	MELBOURNE <small>NAVY DMS</small>	NHQ - SA <small>NAVY DMS</small>	NHQ - SQ <small>NAVY DMS</small>	NHQ - TAS <small>NAVY DMS</small>	SYDNEY <small>NAVY DMS</small>	WATERHEN <small>NAVY DMS</small>
Consort Duties (Boarding Party Training)										
Pollution Containment										
Target Services										
Tug Services										
Utility Craft										
Weapon Recovery										
Ammunitioning										
Fuelling										
General Harbour Services										
NTRS										
OHS Regulations, policies and procedures										
Security Services										

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Tug Services at SYDNEY for HMAS PERTH

Enter your assessment here:

Score: % (Please enter 0-100)

Comment: EXAMPLE ONLY !! - Tug arrived 2 hours late of scheduled departure. Ship forced to withdraw from scheduled FXP serial.

Go Back Reset Submit

Performance Measure:	The standard to which DMS provides tug services to RAN ships and visiting foreign warships in Naval ports.
Definition:	Tug services include but are not limited to: berthing, unberthing, coming to a buoy, cold moves, slipping and unslipping, docking and undocking and towing operations within the limits of Australian ports.
Counting Rule:	Conditions and requirements are in accordance with the FMSC SOW. Benchmark is that DMS is to satisfy 100% of the requirement. Failure to deliver a serial of the service will not amount to a breach of contract where each of the following requirements apply: (a). the failure to deliver occurs no more regularly than one serial per 20 consecutive serials, (b). a minimum of 1 hour's prior notice of the failure has been given to Navy, although as much notice as possible is desirable, (c). the failure to deliver leads to a delay of less than 30 mins (except those geographic areas where 30 mins is physically impossible, in which case positive action to deliver should be demonstrable within this timeframe, and (d). the reason for the failure to deliver is an emergency or unforeseen event over which DMS has no control.
DMS KPIs:	a). Tug services were provided at the Rate Of Effort required by the Commonwealth IAW the SOW. b). Subject to any relevant excusable circumstances specified in the SOW, the tug services were provided on time. c). Tugs provided were suitable for the task and fit for purpose. d). Tugs were handled in a safe manner. e). DMS was responsive to reasonable requests for changes to tug services.
Navy KPIs:	a). Services are programmed by Navy at least two days in advance (not including information relevant to subsequent changes), except where operational circumstances mandate a lesser notification period. b). Changes to the requirement are passed to DMS in writing at least 24 hours in advance, or immediately after the change is known if less than 24 hours notice is given.
Standard Required:	DMS is to satisfy 100% of the requirement. A maximum delay of 30 minutes for 5% of the service is acceptable, providing notification of at least one hour is given. Delays above 30 minutes are not acceptable.

History

Date & Author	Score	Comment
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No records found.

Windows Internet Explorer

Are you sure to wish to submit this assessment? (Assessments cannot be edited nor deleted once submitted)

OK Cancel



Auto e-mail

CLASS: FFH

UNIT: HMAS PERTH



	CAIRNS NAVY DMS	DARWIN NAVY DMS	FBIW NAVY DMS	JERVIS BAY NAVY DMS	MELBOURNE NAVY DMS	NHQ - SA NAVY DMS	NHQ - SQ NAVY DMS	NHQ - TAS NAVY DMS	SYDNEY NAVY DMS	WATERHEN NAVY DMS
Consort Duties (Boarding Party Training)										
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[PosID : 32] -- [RoleID : 2] -- [Role : Navy] -- [UnitID : 12] -- [LocationID : 0]

test@framegroup.com.au
 [SEC=UNCLASSIFIED] FMSC - PRMS Comment received ...
 This is an automatically generated message from the FMSC - PRMS system. An entry has been submitted from a

File Edit View Insert Format Tools Actions Objective Help

Reply Reply to All Forward [Icons]

Precedence [] Classification UNCLASSIFIED Privacy []

From: test@framegroup.com.au Sent: Thu 9/06/2011 11:09
To: Hicking, Michael CMDR; Hicking, Michael CMDR; Hicking, Michael CMDR; Hicking, Michael CMDR; Hicking, Michael CMDR; Hicking, Michael CMDR; Hicking, Michael CMDR; Hicking, Michael CMDR; Hicking, Michael CMDR
Cc:
Subject: [SEC=UNCLASSIFIED] FMSC - PRMS Comment received from XO HMAS PERTH on Tug Services at SYDNEY

This is an automatically generated message from the FMSC - PRMS system. An entry has been submitted from a position with the Fleet Unit role. The details are:

Date of entry : **9/06/2011**
Entered by : **XO HMAS PERTH**
Service : **Tug Services**
Unit : **HMAS PERTH**
Location : **SYDNEY**
Assessment score : **29%**
Assessment comment : **EXAMPLE ONLY !! - Tug arrived 2 hours late of scheduled departure. Ship forced to withdraw from scheduled FXP serial.**

To login into the system click here [FMSC - PRMS](#)

NOTE - This is a system generated email, please do not reply.



Tug Services at SYDNEY for HMAS PERTH

Enter your assessment here:

The following assessment requires your attention.
You may :

- Click **'Accept/Submit'**. You may make changes or leave the original comments intact and then click 'Accept/Submit'.
- Click **'Reject'** to cancel the assessment and return matrix capsule to green. The originator will be notified by email, the message will include any comments you make below.

Score : % (Please enter 0-100)

Comment :

Date entered : 9/06/2011 11:09:00 AM
Entered by : XO HMAS PERTH

Performance Measure : The standard to which DMS provides tug services to RAN ships and visiting foreign warships in Naval ports.

Definition : Tug services include but are not limited to: berthing, unberthing, coming to a buoy, cold moves, slipping and unslipping, docking and undocking and towing operations within the limits of Australian ports.

Counting Rule : Conditions and requirements are in accordance with the FMSC SOW. Benchmark is that DMS is to satisfy 100% of the requirement. Failure to deliver a serial of the service will not amount to a breach of contract where each of the following requirements apply: (a). the failure to deliver occurs no more regularly than one serial per 20 consecutive serials, (b). a minimum of 1 hour's prior notice of the failure has been given to Navy, although as much notice as possible is desirable, (c). the failure to deliver leads to a delay of less than 30 mins (except those geographic areas where 30 mins is physically impossible, in which case positive action to deliver should be demonstrable within this timeframe, and (d). the reason for the failure to deliver is an emergency or unforeseen event over which DMS has no control.

DMS KPIs :

- Tug services were provided at the Rate Of Effort required by the Commonwealth IAW the SOW.
- Subject to any relevant excusable circumstances specified in the SOW, the tug services were provided on time.
- Tugs provided were suitable for the task and fit for purpose.
- Tugs were handled in a safe manner.
- DMS was responsive to reasonable requests for changes to tug services.

Navy KPIs :

- Services are programmed by Navy at least two days in advance (not including information relevant to subsequent changes), except where operational circumstances mandate a lesser notification period.
- Changes to the requirement are passed to DMS in writing at least 24 hours in advance, or immediately after the change is known if less than 24 hours notice is given.

Standard Required : DMS is to satisfy 100% of the requirement. A maximum delay of 30 minutes for 5% of the service is acceptable, providing notification of at least one hour is given. Delays above 30 minutes are not acceptable.

History

Date & Author	Score	Comment
9/6/2011 11:09:00 AM XO HMAS PERTH	29 %	EXAMPLE ONLY !! - Tug arrived 2 hours late of scheduled departure. Ship forced to withdraw from scheduled FXP serial.



CLASS: FFH

UNIT: HMAS PERTH



	CAIRNS NAVY DMS	DARWIN NAVY DMS	FBW NAVY DMS	JERVIS BAY NAVY DMS	MELBOURNE NAVY DMS	NHQ - SA NAVY DMS	NHQ - SQ NAVY DMS	NHQ - TAS NAVY DMS	SYDNEY NAVY DMS	WATERHEN NAVY DMS
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Go Back Reset Submit

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DMS KPIs:	<ul style="list-style-type: none"> a). Tug services were provided at the Rate Of Effort required by the Commonwealth IAW the SOW. b). Subject to any relevant excusable circumstances specified in the SOW, the tug services were provided on time. c). Tugs provided were suitable for the task and fit for purpose. d). Tugs were handled in a safe manner. e). DMS was responsive to reasonable requests for changes to tug services.
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Standard Required:	DMS is to satisfy 100% of the requirement. A maximum delay of 30 minutes for 5% of the service is acceptable, providing notification of at least one hour is given. Delays above 30 minutes are not acceptable.

History

Date & Author	Score	Comment
9/6/2011 11:30:00 AM DMS-EABU (Syd) BU Manager	82 %	EXAMPLE ONLY !! - agree tug was not provided on time, however this was an excusable circumstance as Commonwealth re-directed tug to higher priority. Advised separately by COMFLOT. Unable to update PSM or ship due to comms problems.
9/6/2011 11:22:00 AM PSM EAST	29 %	EXAMPLE ONLY !! - FBE experienced communications faults. Will investigate.

Unit Performance Matrix



Unit Performance Comment

Command Chain Review

Comment Avl. On System

Contractor Response

Comment Avl. On System

Issue resolved

CLASS : FFH

UNIT : HMAS PERTH



	CAIRNS NAVY DMS	DARWIN NAVY DMS	FBW NAVY DMS	JERVIS BAY NAVY DMS	MELBOURNE NAVY DMS	NHQ - SA NAVY DMS	NHQ - SQ NAVY DMS	NHQ - TAS NAVY DMS	SYDNEY NAVY DMS	WATERHEN NAVY DMS
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[PosID : 12]--[RoleID : 4]--[Role : PSM]--[UnitID : 69]--[LocationID : 1]



Date From Date To Score Comment Search

Service Class

Tug Services

Exceptions(Red/Amber) from 10/5/2011 to 11/06/2011

Source	Score	Comment
SYDNEY		
Amber (82%) 9/6/2011 HMAS PERTH DMS-EABU (Syd) BU Manager		EXAMPLE ONLY !! - agree tug was not provided on time, however this was an excusable circumstance as Commonwealth re-directed tug to higher priority. Advised separately by COMFLOT. Unable to update PSM or ship due to comms problems.
Red (29%) 9/6/2011 HMAS PERTH PSM EAST		EXAMPLE ONLY !! - FBE experienced communications faults. Will investigate.
Red (29%) 9/6/2011 HMAS PERTH XO HMAS PERTH		EXAMPLE ONLY !! - Tug arrived 2 hours late of scheduled departure. Ship forced to withdraw from scheduled FXP serial.

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[PosID : 12]--[RoleID : 4]--[Role : PSM]--[UnitID : 69]--[LocationID : 1]



WARNING: You are using the Demo site for PRMS. If you are intending to post live (real) assessments, please go to <http://navy.defence.gov.au/PRMS> instead. This site will be decommissioned soon.

Assessment Summary

Exceptions from 10/05/2011 to 10/06/2011

Date From	<input type="text" value="10/5/2011"/>	Date To	<input type="text" value="10/6/2011"/>	Score	<input type="text" value="Red/Amber"/>	
Service	<input type="text" value="-ALL-"/>	Area	<input type="text" value="-ALL-"/>			

DMS Performance	Navy Performance
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Pollution Containment

Amber (75%) 8/6/2011 PSO HMAS CRESWELL JERVIS BAY	EXAMPLE ONLY !! - Clean up procedures are not adequate for the task	Amber (79%)	EXAMPLE ONLY !! - intend validating procedures at next FXP oil spill exercise scheduled next month.
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Tug Services

Red (29%) 9/6/2011 HMAS PERTH SYDNEY	EXAMPLE ONLY !! - FBE experienced communications faults. Will investigate.	Amber (82%)	EXAMPLE ONLY !! - agree tug was not provided on time, however this was an excusable circumstance as Commonwealth re-directed tug to higher priority. Advised separately by COMFLOT. Unable to update PSM or ship due to comms problems.
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Utility Craft

Red (19%) HMAS DARWIN CAIRNS	[PENDING] EXAMPLE ONLY !! - replacement utility boat not provided as requested.	Green (100%)	
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Weapon Recovery

Red (30%) HMAS COLLINS FBW	[PENDING] EXAMPLE ONLY !! - Weapon recovery vessel was not fit for purpose. Vessel was too small for the task and recovery was unsafe in SS conditions.	Green (100%)	
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DMS performance report due 17 Sep 2013 and 17 Sep 2016

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ANY QUESTIONS?

