Discover Cost Savings through Effective Competition

Performance-Based Contracting

IN MISSOURI STATE GOVERNMENT



Improving Services to the Taxpayer through "Results-Oriented" Contracting

January 14, 2005

Capitol Plaza Hotel
Jefferson City, MO

Manage and Monitor Contract Performance
Acquire skills for forming effective performance-based contracting teams, monitoring contract performance and provide vendors with feedback

Update on New State Contracting Issues
Understand the latest initiative in contract management and how it affects the contracting process in Missouri

Implement New Incentives for Contractor Performance
Provide financial and non-financial incentives to contractors using the Share-in-Savings Model, Award Term Contracts and Milestones

Simplify Selection of Performance Measures for Contracts
Identify key performance measures for each contract and use industry benchmarks to maximize quality

Presented By:

The Performance Institute

In Association with:

Building a Performance-Based Contract

Seven Steps Using the Logic Model

Input	← Activities	← Outputs	← Intermediate Outcome Strategies	← End Outcomes
$ FTE $ FTE				

Primary Measures for SOO

Primary Measures for SOW

Step 1: Establish the Contracting Team
Step 2: Identify the Scope and Anticipated End Outcomes
Step 3: Examine Private-Sector and Public-Sector Solutions
Step 4: Select Performance Measures (Intermediate Outcomes, Outputs and Work Processes)
Step 5: Develop a PWS or SOO
Step 6: Select Contractor
Step 7: Monitor and Manage Performance



Specifically Designed for Missouri State:

- Contract Administrators
- Program Managers
- Procurement Officers
- Acquisition Managers

Assess How to Deliver Best Services to the Taxpayer!

Performance-Based Contracting in Missouri State Government

AGENDA

Friday, January 14, 2005

8:00 Continental Breakfast

8:30 State Updates on Performance-Based Service Contracting

Missouri has begun a massive effort to promote the benefits of competitive outsourcing and performance-based service contracting (PBSC). These concepts have been embraced because they will allow better service delivery for citizens, increased business opportunities for citizens and state employees, higher quality services at reduced cost and the chance to leverage commercial best practices. Attend this session and hear updates from existing projects as well as the future of competitive sourcing and PBSC at the statewide level. Also, learn how to leverage cost information to budget planning for a more comprehensive approach to strategic planning and performance-based contract management.

9:15 Best Practices in Competitive Sourcing

The cost savings and organizational efficiencies associated with competitive sourcing are far reaching. Listen to an expert from the Performance Institute discuss critical success factors for developing and implementing an effective competitive sourcing process. You will emerge with a methodology for the completion of a streamlined, employee friendly and performance-based competitive sourcing process that results in significant cost savings and efficiencies.
Jeff Barlow, *Executive Director, The Hawthorne Institute*

10:30 Break

The remainder of the day will be facilitated by Benjamin Neumann and Jay Eubanks of The Performance Institute

10:45 Making the Transition to Performance-Based Contracting

The State of Missouri has made a concerted effort to switch from cost-reimbursement contracts to fixed-price contracts that incorporate performance measures. The next logical step is the transition to performance-based contracting model, which will actually define what the goals of the contract are, as well as provide for improved accountability and communication among all players in the contracting process. Listen to a representative from the Performance Institute discuss the important next steps for introducing this concept on a statewide level.

12:00 Networking Luncheon

1:15 Application Session: Implementing a Framework for Developing and Managing Performance-Based Contracts

- Develop outcome, intermediate and output performance measures
- Differentiate between a Statement of Work (SOW) and Statement of Objectives (SOO)
- Incorporate the "Seven Steps" Framework for Performance-Based Contracting:
  - Establish an integrated solutions team
  - Describe the problem that needs solving
  - Examine private-sector and public-sector solutions
  - Develop a performance work statement (PWS) or statement of objectives (SOO)
  - Decide how to measure and manage performance
  - Select the right contractor
  - Manage performance

4:00 Adjourn

Develop a Performance-Based Contract by Bringing This Program In-House



The Performance Institute offers customized one-, two-, and three-day education programs to federal and state agencies that wish to train staff members in their own facility. In-house training provides a curriculum tailored specifically to your office, program, or agency in a cost-efficient way. Using the Logic Model and other cutting-edge tools and strategies, our experts will work with you to produce practical, efficient performance measures and performance-based contracts. If you'd like, your current contracts can be analyzed and built upon during the training. Not only will your staff complete the training with a performance measurement system that can be implemented immediately, but with the tools to adapt and evolve, and ultimately create new, highly useful measures on their own. For more information about the in-house training options available to you, please call Bob Tettelbach at 703-894-0481 or e-mail him at Tettelbach@PerformanceWeb.org.

How Do I Register?

Call the Performance Institute at *703-894-0481* or visit us online at *www.PerformanceWeb.org*. Be sure to reference priority code **P442** when you register.

Venue

Performance-Based Contracting in Missouri State Government will be hosted at the Capitol Plaza Hotel in Jefferson City, Missouri. Overnight accommodations made before December 22, 2004 are available at the reduced rate of $85.00 per night. Please refer to "The Performance Institute" to receive this special rate when making reservations.

Capitol Plaza Hotel
415 W. McCarthy St.
Jefferson City, MO 65101
573-635-1234

Tuition

The fee for attending *Performance-Based Contracting in Missouri State Government* is $395. If you would like to register for both *Performance-Based Budgeting in Missouri State Government* and *Performance-Based Contracting in Missouri State Government* the tuition is $600.

Group Discounts

Reduced tuition rates for delegates who attend in groups of three or more are available by contacting Jon Norris at *703-894-0481* or *Norris@PerformanceWeb.org*.

Administrative Note: A $150 service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

About The Performance Institute

The Performance Institute is a private think tank seeking to improve government performance through the principles of competition, accountability, performance and transparency. The Institute serves as the nation's leading authority and repository on performance-based management practices for government. Its mission is to identify and disseminate the leading management innovations pioneered by "best-in-class" organizations.

To register call 703-894-0481 or visit: www.PerformanceWeb.org

Performance-Based Contracting in Missouri State Government

REGISTRATION FORM

To Register:

1. Call Jon Norris at 703-894-0481
2. visit www.performanceweb.org
3. or fax this form to 703-894-0482

DELEGATE INFORMATION

PRIORITY CODE: P442-JN

NAME

TITLE

ORGANIZATION

ADDRESS

CITY STATE ZIP

PHONE

FAX

E-MAIL

METHOD OF PAYMENT

☐ Check ☐ Purchase Order/Training Form ☐ Credit Card

NAME ON CARD

CARD NUMBER EXPIRATION