Ensure Your Agency's Compliance with the "Gate Management Process" from Florida's Center for Efficient Government

Performance-Based Contracting and Competitive Outsourcing

IN FLORIDA STATE GOVERNMENT



Achieving Citizen Expectations in a Cost-Efficient Manner

February 17, 2005

Presented by The Performance Institute

Tallahassee, FL

Increase Fiscal Efficiency and Performance through Competitive Sourcing
Reap the benefits of introducing competition to your agency's service agreement strategy to achieve cost-savings goals

Manage and Monitor Contract Performance
Acquire the skills needed to form effective PBSC teams, monitor contract performance and provide vendors with vital feedback

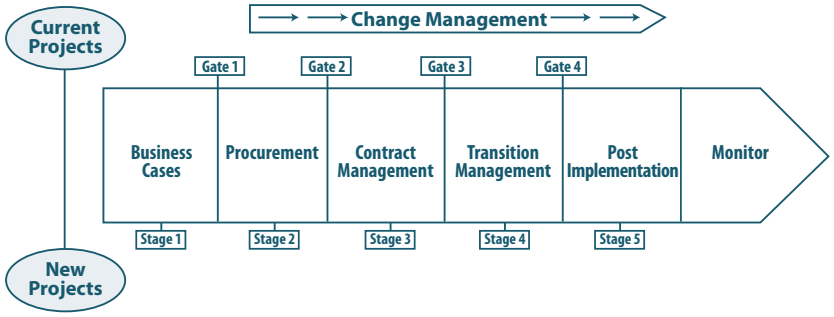
Incorporate Statements of Work (SOW)/Statements of Objective (SOO) to Develop Clear & Convincing Business Cases
Master the tools of the trade for crafting effective, performance-based SOWs and SOOs and then apply them to develop a successful outsourcing business case

Apply Activity-Based Costing Techniques to Improve Estimate Accuracy
Perform accurate assessments of the true costs of agency activities to avoid misjudgments that chip-away the bottom line

Presented By:

The Performance Institute

Master All Aspects of the "Gate Management Process"





Specifically Designed for Florida State:

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

Deliver the Best Services and Lowest Costs to Florida Taxpayers!

Performance-Based Contracting and Competitive Outsourcing in Florida State Government

AGENDA

Thursday February 17, 2005

8:30 Agency Update: Florida State Performance-Based Contracting and Competitive Sourcing Initiatives
Florida has begun a massive effort to promote the benefits of competitive outsourcing and performance-based service contracting (PBSC). The introduction of the Center for Efficient Government challenges state agencies to find more efficient and effective ways of providing services and programs to Florida's citizens. 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.

9:15 Best Practices in Competitive Outsourcing
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.

10:30 Break

10:45 Making the Transition to Performance-Based Contracting
The State of Florida has made a concerted effort to switch from cost-reimbursed contracts to fixed-price contracts that incorporate performance measures. The "Gate Process" transitions these activities to a performance-based contracting model, which actually defines the goals of the contract, as well as provides improved accountability and communication among all players in the process. Listen to a representative from The Performance Institute discuss the critical components of transitioning organizations to more efficient contracting practices.

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

Instructors
Robert Hosay, Director, Center for Efficient Government, State of Florida (invited)
Jay Eubanks, Consultant, The Performance Institute
Ben Neumann, Director, State and Local Affairs, The Performance Institute

To register call 703-894-0481 or visit:

www.PerformanceWeb.org

February 17, 2005

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 Robert 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 P359 when you register.

Venue

Performance-Based Contracting and Competitive Outsourcing in Florida State Government will be hosted at the Homewood Suites Tallahassee.

Homewood Suites Tallahassee
2987 Apalachee Parkway
Tallahassee, FL 32301
850-402-9400
www.tallahasseehomewoodsuites.com

Tuition

The fee to attend *Performance-Based Contracting and Competitive Outsourcing in Florida State Government* is $395.

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.

Apply a Seven-Step Framework to Performance-Based Contracting

Performance-Based Contracting and Competitive Outsourcing in Florida 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: P359-web

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METHOD OF PAYMENT

☐ Check ☐ Purchase Order/Training Form ☐ Credit Card

NAME ON CARD

CARD NUMBER EXPIRATION