

## **Session**

### **Getting the Most Out of Outsourcing: Performance Based Contracting**

## **Moderator**

### **Ernestine Cook**

Fiscal Manager, District Attorney Office  
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## **Speaker**

### **Peter Moy**

Principal  
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- I. What is performance based contracting?
  - A. Definition
- II. What are expectations for performance based contracting?
  - A. Performance and Cost Expectations and Benefits
  - B. Partnership Expectations and Benefits
  - C. Agency Expectations and Benefits
  - D. Contract Administration Expectations and Benefits
- III. What are examples of successful performance based contracting?
  - A. Case Examples
  - B. Lessons Learned
- IV. What are some of the implementation issues?
  - A. Contractors
  - B. Contracting Agencies
- V. What the critical success factors?
  - A. Partnership and Teamwork
  - B. Staff and Contractor Training
  - C. Implementation Planning
  - D. Internal Management Systems
- VI. Key Performance Based Contracting Elements
  - A. Statements of Work
  - B. Performance Measures
  - C. Monitoring Plans
  - D. Linking Payments to Performance
  - E. Implementation Process