



AGILE WORK DELIVERY MODEL IMPLEMENTATION GUIDE: Contractors

When to Implement:

- Work requires unique expertise that is available in the private market.
- Amount of work needed is more effectively/efficiently managed by a contracted entity or individual for which/whom the County's needs can be combined with other clients in a shared services model.
- External entities are better positioned than the County to deliver work in an effective and efficient manner (ie: rapid pace of changing technologies or skills)
- External entities have developed a unique competence with a target population or service area that the County is unlikely to be able to achieve.

Compensation:

- Compensation is based on scope of work. There are multiple payment options listed below:
 - Payment according to schedule (ie: one payment at the beginning of a project and another upon completion).
 - Performance-based contract (ie: County would only pay the contractor when specific milestones and performance objectives are met).
- Contractors are self-insured.

Advantages:

- Contractors can be utilized as services are needed, expanding flexibility to meet service needs.
- Increases external perspectives to current problems.
- Requires limited supervision as the assignments are based on outcomes.
- Allows for the utilization of virtual workers with specific skill sets who reside outside normal commuting distances.

About the Contractors Work Delivery Model

The Contractor work delivery model is presently used by various County departments.

The category consists of Community Based Organizations, Independent Contractors, and Freelancers.

Depending upon the requirements of the assignment, the work performed may be done onsite or virtually. Due to the increase in connectivity and available technology, experts predict a steady increase in the number and type of knowledge workers who prefer the flexibility and independence of working as a contractor as opposed to an employee.

Example:

- Landscape maintenance at outlying County facilities.
- IT Project Management.

Next Steps:

1. Fill out tracking form and submit to Human Resources Department.
2. Pilot program evaluation criteria will be sent to the hiring manager.
3. At the end of the pilot, program managers will be asked to evaluate the effectiveness of the pilot using the criteria provided by the Human Resources Department.
4. Human Resources Department will collect information and format it for reporting.