

*Services Scope of Work*

### **Services Scope of Work**

It is the responsibility of the user to submit a Statement of Work/Technical Specification along with the FAMIS R-doc, which functionally defines the needs and requirements. It is the responsibility of the purchaser to ensure that the SOW is quantified and structured in such a manner as to:

- Secure the best economic advantage utilizing best value;
- Be clearly stated;
- Be contractually sound;
- Be unbiased and non-prejudiced toward bidders;
- And permit free and open competition to the maximum extent reasonably possible.

The actual contract document will be in the form of a FAMIS Purchase Order. The following language usage and guidance for document organization should be considered in writing a technical specification for services.

1. State a requirement of fact only one time and avoid duplication. Duplicating a requirement does not emphasize its importance, but does sometimes confuse. The weaker construction of two different sentences addressing the same requirements may be constructed to govern in a subsequent controversy.
2. Use the words “must” or “shall” to describe a command or mandatory condition. However, extreme care should be taken in use of mandatory conditions in the statement of work or specification. In appropriate use could result in disqualification. If a mandatory condition is specified, it should be followed by a statement stating, “Failure to meet this condition shall result in disqualification of bidder and bid shall receive no further consideration.”
3. Scope of Work Outline  
Project Scope
  1. Technical Considerations
  2. Tasks
  3. Test/Acceptance/Performance Criteria
  4. Buyer/Seller Responsibilities
  5. Schedule
  6. Dates of Service Desired
  7. Deliverables
  8. Products/Services
  9. Reviews
  10. Address what, when, where, how
  11. Inspected, how, when, and where
  12. Quality and performance levels – any standards that must be met
  13. Who has what responsibilities for certain activities
  14. Training/Follow-up
  15. Progress review. How reported, when, where, and by whom
  16. Specialized personnel requirements – Vendor qualifications. If used, a general statement may be made that “proposers must demonstrate that they possess the following qualifications.” Ask for references.
  17. Contract Term and/or option to extend. If applicable, the contract period or expected completion date is stated here along with any renewal options.