

## SCOPE OF WORK/SERVICES TEMPLATE

### 1. Project Title/Service Description:

- a. Describe Services (e.g., Janitorial Services for City Hall, Consulting Services for IT System Upgrade).

### 2. Background/Purpose:

- a. Brief overview of why the services are needed.

### 3. Detailed Scope of Services/Tasks:

- a. Clearly list and describe each specific task, duty, and responsibility of the Contractor. Use action verbs. Be specific and measurable
- b. Example for Janitorial: Daily cleaning of offices, restrooms, common areas including dusting, vacuuming, mopping, trash removal, window cleaning, etc.

### 4. Deliverables:

- a. List all specific outputs, reports, plans, materials, or results the Contractor is required to produce.
- b. Specify format, content requirements, and due dates for each deliverable.
- c. Example: Monthly Service Report due by the 5th of each month.

### 5. Performance Standards/Quality Requirements:

- a. Define specific standards, metrics, or levels of quality the Contractor must achieve. Refer to industry best practices if applicable.
- b. Example: All restrooms must be cleaned and restocked to standard X by Y time daily.

### 6. Schedule/Timeline:

- a. Provide start and end dates for the overall project/service.
- b. Include key milestones and deadlines for specific tasks or deliverables.

### 7. Location(s) of Service Performance:

- a. Specify all City facilities or locations where services will be performed.

### 8. City-Furnished Property/Information/Support (if any):

- a. List anything the City will provide to the Contractor (e.g., access, data, equipment, workspace).

### 9. Contractor-Furnished Materials/Equipment:

- a. Specify key materials or equipment the Contractor is responsible for providing, (if not covered in the agreement).

### 10. Key Personnel (if applicable):

- a. Identify any specific individuals from the Contractor's team who are critical to the project and their roles. May include provisions for replacement of key personnel.

**11. Reporting Requirements (if not covered in Deliverables):**

- a. Frequency, format, and content of progress or status reports.

**12. Specific Exclusions (if any):**

- a. Clearly state any services or tasks that are NOT included in the Scope of Work/Services.

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