Requirements Checklist; Low Dollar Value-Low Risk Contracts and Purchase of a Service

Use this checklist to define the functional and technical requirements for the service.

Instructions

1. Please answer each relevant question. Your answers to these questions will become the Statement of Work and will influence some of the terms and conditions in the final contract. The contract professional will work with you to align these requirements and the contract terms and conditions.
2. These lists are not exhaustive; these questions are just the beginning of your conversation with Agency stakeholders. So, in your own daily work, start with this list and build on it.
3. These questions may also help you identify risks and associated losses. Please see below for instructions on the inclusion of your answers in the Risk Monitoring Template.
4. These questions and answers will also help form your Contract Summary.
5. For goods, see the Requirements Checklist; Low Dollar Value-Low Risk Contracts and Purchase of a Good.

Business Objectives (Why do the work)

- ❑ What is causing the need, problem, challenge or issue?
- ❑ What is the vendor doing to meet this need, problem or challenge?
- ❑ Is the vendor providing services directly to the agency or providing services to the community on behalf of the Agency?
- ❑ What outcome is the Agency looking for from this vendor?
    - o Deliver _____ to _____ on time for proper maintenance of _____.
    - o Provide a stable "app" that allows _____ to more easily _____ when scheduling appointments with _____.
    - o Provide a platform to easily track _____, which will allow the agency to better track _____ for federal grant reporting.
    - o Write your statement here.
- ❑ *Summarize here:* What is the purpose of the contract? (This will be used in any solicitation for a competitive bid/quote.)

Developing the Work (What is the work)

- ❑ List the specific tasks or duties the vendor will provide to satisfy the need, problem or challenge?
    - o Place these duties or tasks in order of importance, with the most important being numbered 1.
- ❑ How does the service function? (Note, these are your technical and functional requirements.)
    - o Think in terms of verbs: design, deliver, report, investigate, etc.
- ❑ What are the Agency's obligations to the vendor (access to a building, computer system, technical drawings, etc.). List those Agency requirements so the Contract Professional can determine how to include them in the contract.
- ❑ Should your Agency's policy, regulatory and statutory requirements be documented here in the functional requirements? In other words, does the service need to meet a regulatory or policy obligation? List them.
- ❑ List any qualifications required of the vendor and/or their staff to perform the work?
- ❑ *Check your work:* Are the functional and technical requirements clearly written in a form that the vendor and the Contract Manager both understand?
    - o Use simple sentences, verbs, industry terms, and industry standards.
    - o Are there *implied* requirements (such as one party providing the other party data or drawings or access to a system) that are not outlined so far? List them.

Describing Performance (How and when is the work done to specifications)

- ❑ When does the service need to start?
- ❑ Is the timeline for performance/delivery, etc., clearly outlined?
    - o Are there gaps in the delivery dates or "TBD's?"
    - o Who, when and how will the "TBD's" be determined?
- ❑ What documents/reports will the Agency need to verify delivery of the services?
- ❑ What other objective factors will the Agency use to verify the work?
    - o Think of things like: number of visits, number of people served, software functions for a time period without failing, reports delivered, etc.
- ❑ List the unit of measurement here: _____. If there is no unit of measurement, skip the next checkbox below.
- ❑ If there is a unit of measurement, answer these questions:
    - o Who will record the data about this unit of measurement?

- How often will the recording party collect the data?
- In what form will the recording party report the data?
- How will the receiving party validate that the data is accurate?
- Who will review that data?
- Who at the Agency will approve of data?

- ❑ What should happen if the service does not meet the requirements? (Note, these will be incorporated into the contract terms and conditions.)
  - Will the vendor have the right, time, and ability to "cure" or fix the service or deliverable (software)? How will that work? What timeframe? Who would be negatively impacted if the services are defective?
  - If the vendor will have the right to re-do work, what is that process? Who will pay for the re-work?
- ❑ How do you know that the work is "finished"? What is the least the vendor can do to call the project done?
- ❑ *Check your work:* Are the performance requirements clearly written so the Contract Manager can demonstrate performance or demonstrate the lack of performance when talking to the vendor about its performance?

Acceptance (What happens if the services don't meet expectations?)

The contract template will have generic acceptance language, and usually refers back to the scope of work or technical specifications for acceptance criteria. This section will provide the Agency and the vendor acceptance criteria. (Acceptance criteria provides guidance about how and when the work is complete. Complete can mean a part of the service is complete or all of the services are complete. Please see the Defined Terms in the contract for the applicable definition.)

- ❑ Who at the Agency will verify that the services are delivered? What does that person need to verify that the goods and services are delivered? Is it the same person who will approve the data to validate a performance metric from above?
- ❑ Who at the Agency will verify that the services meet the technical and functional specifications? In other words, that the services meet the Agency's requirements? What does that person need to verify technical specifications for the goods and services?
- ❑ Is testing required to validate performance? When, by whom and how are those tests to be done?

- ❑ Does this service require quality assurance (QA) audits, or other procedures to verify or validate performance? When, by whom and how are those to be done?
- ❑ Are there additional expenses for on-site tests? Who pays for them?
- ❑ What if something is rejected and needs to be tested again? Who pays for that process?
- ❑ How do we enforce these performance requirements? (If you have any questions, please ask your Contract Professional.)
- ❑ *Check your work:* Is the acceptance process clearly outlined so the Agency can formally accept or reject the services? (Note, acceptance leads to payment, and rejection leads to re-work).

Reassess the answers to the following questions as your answers may indicate a potential risk and associated loss to the Agency. If you are unclear at this point, please call your Contract Professional or a Subject Matter Expert.

Risk Questions

These questions (from above) may indicate a potential risk and associated loss to the Agency.

- ❑ Is the vendor providing services directly to the community on behalf of the agency? If yes, this is a potential risk and needs to be addressed in the legal terms and conditions. Further note this risk in the Risk Monitoring Template and follow the directions in the template.
- ❑ Should your Agency's policy, regulatory and statutory requirements be documented here in the functional requirements? In other words, does the service need to meet a regulatory or policy obligation? If you listed any policies, regulations or statutes please work with your Agency stakeholder and Contract Professional about potential risks.
- ❑ List any qualifications required of the vendor and/or their staff to perform the work? If there are qualifications, the loss of or lack of qualifications is a potential risk and needs to be addressed in the legal terms and conditions. Further note these qualifications as a risk in the Risk Monitoring Template and follow the directions in the template.
- ❑ Is the timeline for performance/delivery etc. clearly outlined? If a missed timeline could negatively impact the Agency or the community it serves, the missed timeline is a potential risk and needs to be addressed in the legal terms and conditions. Further note this risk in the Risk Monitoring Template and follow the directions in the template.

- ❑ Are there tests of the service deliverables? If yes, a failed test is a potential risk and needs to be addressed in the legal terms and conditions. Further note this risk in the Risk Monitoring Template and follow the directions in the template.
- ❑ Does this good or service require quality assurance (QA) audits, or other procedures to verify or validate performance? If yes, a failed quality assurance audit is a potential risk and needs to be addressed in the legal terms and conditions. Further note this risk in the Risk Monitoring Template and follow the directions in the template.
- ❑ Is a small business performing the work? If so, are there any risks associated with a small business performing the services? If yes, this is a potential risk and needs to be addressed in the legal terms and conditions. Further note this risk in the Risk Monitoring Template and follow the directions in the template.
- ❑ Where is the source of funding? If the funding is from another source such as the Federal Government, there is a potential risk if the vendor does not perform. And, the Agency has additional tracking and reporting requirements. These issues need to be addressed in the legal terms and conditions. Further note this risk in the Risk Monitoring Template and follow the directions in the template.

STOP

If you are unclear about any of these issues, please call your Contract Professional or a Subject Matter Expert. After these questions are complete, please set up a meeting with your Agency's Contract Professional to continue the collaborative process of preparing the solicitation for issuance.