



Washington State Department of  
**Enterprise Services**

*Agency Contracts, Consulting and Oversight (ACCO)*

## Statement of Work Considerations

A basic work scope should answer these six questions:

1. What is the work to be performed?
2. How is it managed?
3. What are the benefits to your agency?
4. Are there special requirements?
5. What are we supplying?
6. When is it finished?

What is the work to be performed?

- Explain the background, where you are now and where you want to be.
- State the results you want to be achieved by the vendor.
- State the deliverables the vendor is to provide.
- Define the schedule for the results, deliverables and acceptance.
- Define the service levels that you want and the measurements.

How is it managed?

- Daily, weekly, monthly, quarterly. Red-flag reporting.
- Achievement to date, achievements planned.
- Identification of problems to date.
- On-site meetings, progress meetings, acceptance process meetings, etc.
- Project managers with authority to make decisions for the results.
- Milestone reviews.
- Payment for performance.

What are the benefits to your agency?

- When the results are achieved, what benefits do we expect?
- Vendor needs to know the benefits of results for full understanding.
- These were likely expressed to get internal buy-in of project.

What are some special requirements?

- Technical requirements (specifications).
- Government and legal requirements.
- Contract requirements
- Location of work and access requirements.

What are we supplying?

- Define the customer-supplied items (data, hardware, etc.).
- Specify the dates.
- Note that vendor has to report on issues with our items
- Any item not specified as agency supplied, is vendor responsibility

When is the project completed?

- Specify the dates.
- What does completion look like?