

Description of Services Guide

The Description of Services identifies the specific requirements applicable to the service being purchased. The details include a complete picture of the services a Service Provider shall perform.

Your final document will contain the objective or purpose of the services, specific tasks in chronological order with the level of effort, the expected results, administrative responsibilities required to monitor the service and when the due dates for the tasks, administration and payments must be completed by to measure performance and quality of completed services.

1. Why are the Services Required?

This is the objective or purpose of the services

Describe the project, problem, or issue that the services will address (one or two paragraphs)]

2. The Services to be performed are as follows:

This section defines the specific tasks in chronological order & the level of effort expected to complete the service

Include a detailed description of the services or tasks to be provided.

This should include:

- The expected outcomes or tasks to be completed
- The final product or deliverable the Service provider is to supply.
- A clear statement on how a deliverable or final product will be deemed acceptable by the University.

Good Example:

Task: Survey 4 classes of 20 students in asthma awareness.

Each class will answer a 25 question survey that assesses their general knowledge of asthma issues as they relate to public health. One reviewer should take about 1 hour with each class to take the survey and another 2 hours per class to assess the data.

Deliverable: A 10-hour curriculum for graduate student classes of up to 20 students that addresses issues of deficiencies in public health awareness in asthma prevention and care.

Poor Example:

Task: Assess class needs for public health awareness.

Deliverable: Write curriculum to address needs.

**The problem with the second example is that nothing is specified.

The task should have a measurable in it and the deliverable must be quantifiable.

**IMPORTANT In describing the services, there should be no question about what is expected of the service provider. A Description of Services may contain more than one deliverable, but each should be broken down into tasks to specify what is expected.

3. Goals/Expectations/Outcomes.

This section defines the expected results of the obtaining the service

Complete the following sentence (can be the same as above):

The goal(s)/expectations of this engagement of services are _____

These goals/expectations of this engagement of services will be met by _____

4. Administration

This section outlines the administrative responsibilities required to monitor the service.

If there are meetings, calls, conferences, or other “soft” deliverables, they should be outlined in the administration portion of the Service Agreement.

Any requirement that is not an end product of a specific task in #2, but is required by the Service Provider, needs to be described in the administration section of the Description of Services.

Good Example:

Service Provider will be required to give weekly reports consisting of: wind pattern analysis, fungi spore distribution, and potential risk areas. During the height of the season, May 15-July 15, the Service Provider may be required to give twice-weekly reports.

Poor Example:

Service Provider will be required to give weekly reports of progress during the soy bean season with more frequent reports during the height of the season.

The problem with the above example is that it does not specify what needs to be in the reports, what “more frequent” means, and when the “height of the season” is.

Complete the below (if applicable)

Contract Administration requirements (if any)	Time Frame (ex weekly, monthly)

5. Timeline/Milestones

This section outlines the due dates for the tasks, administration and payments for the Service.

This portion lays out all dates for the project. It states dates for the tasks and deliverables stated in #2 The Services to be performed are as follows: and in #4 Administration

You may also outline Progress Payments based on Milestone Dates (e.g. Deliverables) if applicable.

Complete the below

Task	Finish Date

***Amendments to this agreement, if applicable, will be managed through the internal request processes at the University of Manitoba. When changes to any of the outcomes outlined in the above sections occurs, an updated Description of Services document will be required before the amendment is shared with the Service Provider.*

Description of Services

1. Why are the Services Required?

2. The Services to be performed are as follows:

3. Goals/Expectations/Outcomes

4. Administration

Complete the below (if applicable)

Contract Administration requirements (if any)	Time Frame (ex weekly, monthly)

5. Timeline/Milestones

Task	Finish Date

SAMPLE
ONLY