



How to write a Scope of Work

The Scope of Work (SoW) is to be developed by the requesting department. Only the end user has the necessary background and knowledge to describe the goods and/or services needed in the requesting department. A well written scope of work should be detailed and define the goods and/or services such that the vendors can easily submit a proposal in response. The SOW cannot be tailored towards the goods or services of one particular vendor, but must be neutral to enable fair and transparent competition.

*The SOW needs to be developed **before** contacting any vendor since vendors should not define the needs of the University.*

Writing a SoW should cover the following areas and questions:

1. Introduction to the University
2. Background about requesting department
3. *If applicable*: What is **current process** for this service? OR describe infrastructure/currently used goods.
4. **Why?** : Overview about goods and/or services/ define goals of the project:
Why is this important to the University, to the department, to the user?
Provide specific reasons, purpose and benefits of accomplishing the goal.
5. Detailed SoW
 - a. **What?** Define goods and/or services in detail; deliverables should be defined as specific as possible.
 - b. **When?** Define delivery deadlines/ project timelines / milestones (if a service: hours/days/weeks/months)
 - c. **Quantity/ Scope of Project?** How many items / how many users
 - d. **Who?** Who is the end user/ audience (staff/ students/ faculty)/ stakeholders? Who will be managing the project?
 - e. **Duration?** Length of contract
 - f. **Where?** Describe location; Where do goods have to be delivered to/installed? Where are the services to be performed (on campus vs. remote)? [Software: cloud vs. on premise deployment]
 - g. **Identify Constraints:**
Required integration with infrastructure;
Required vendor licenses;
Transition from previous vendor services/ migration
Professional training;