

Writing Descriptions of Service for PSAs and Contracts

Objective	Can a person off the street, who knows nothing about your work, understand your description of services?	
Details	WHO	Who is doing the work at each step and for whom?
	WHAT	What is the work? Describe program/services and each step required in detail.
	WHEN	When is the work to be done? What are the due dates for deliverables, reports, etc?
	WHERE	Where is the work to be done? Locations?
	HOW	Detail the process by which the work is to be done, step by step.
	PAYMENT	State all applicable rates (hourly, daily, project component, etc.) State all applicable maximums (per deliverable, per contract term, etc.) Always state the maximum amount payable under the contract or PSA.
Use process and steps	Do not recite section from the proposal or refer to the proposal in the description of service. Use the proposal to help you write the description of services, but translate into specific, detailed descriptions with time boundaries that articulate the process and/or steps involved in the scope of work.	
Clear terminology and language	<ol style="list-style-type: none"> 1. Spell out acronyms the first time you use them. 2. Avoid using the words “assure”, “ensure”, “insure”. These words do not state HOW the work is to be done. 3. Avoid technical language and industry jargon if possible. 	
Formatting	<ol style="list-style-type: none"> 1. Use standard outline formats. 2. Number every section. 3. Do not use bullets 4. Do not use “see attached.” 5. When you run out of space in the box, continue on a subsequent page or pages. 	

Date Pitfalls with PSAs and Contracts

Pitfall	Example
Contractor signs contract after contract expired, or contract expired before amendment signed and returned by contractor.	Term of contract: 01/01/06-12/31/06 Contractor signed: 01/02/07 <i>Need new contract with extended dates.</i>
Dates in contract conflict or are inconsistent.	Term of contract: 01/01/07-06/30/07 A contract service Performed: 08/15/07 <i>Payment is not allowed on work done outside the term of the contract.</i>
Contract not fully executed (signed by both parties)	<i>No work should commence until contract is fully executed. Contractor at risk for loss of payment in event contract not executed.</i>

Poor descriptions of service will delay completion of the contract process.