

# Massachusetts College of Liberal Arts

Guide to Drafting an Effective Scope of Services  
or Description of Goods for use with  
Request for Quotes (RFQ) submissions



The **Scope of Services** should clearly define the contractor's duties and responsibilities as agreed upon in the contract. Key elements to include are:

- **Objectives:** Define the primary goal the contract aims to achieve. Specify the desired outcomes the department is targeting.
- **Deliverables:** List the specific outputs or products the services will produce.
- **Schedule and Timeline:** Provide the start and end dates of the project, along with key milestones and deadlines. The timeframe of a contract should not exceed three years.
- **Tasks:** Establish specific actions the contractor must complete.
- **Performance Indicators:** List the metrics that will be used to assess the contractor's work. Determine how these metrics will be evaluated.

The **Description of Goods** should outline the details of the tangible products being purchased. Key elements to include:

- **Deliverables:** Specify the tangible products to be supplied, including size, color, or other customization details.
- **Quantity:** Indicate the number of items to be supplied.
- **Deadline:** Specify the date by which the goods must be delivered.