

Scope of Work Elements → Measures

This form is a tool ONLY for you to ensure that your proposal contains all required information.

1. Needs Assessment

The needs assessment is a key element of a contract. It should be a clear, concise, well-supported statement of what the problem is and why the proposed solution is needed. The needs assessment includes a narrative of factual data including statistical information to support what the need is and why the service is needed

1. Demand Measures

- Expressed as a number.
- States the number of units of the same service or product that is expected to be requested or required by customers.

2. Project Objectives

The project objectives clearly describe the goals of the project. Explain, in terms of results not outputs, the benefits of each objective. The objectives are to identify the changes/effects the project will have on people's lives (result) rather than the number of people served by this project (output).

2. Process Measures

- Measures of the process or strategies being used to provide services.
- Convert inputs (resources) to outputs (products or services)

3. Project Methods or Design

Project methods or design outline the activities (outputs) that will be accomplished with the available resources (inputs). Structure the project methods or design as a time line and identify the target population (who receives/benefits from the service). List the tasks and deliverables that must be completed to meet the objectives of the project.

3. Input Measures

- Measures of effort.
- Both financial and non financial resources that go into providing services or operating programs.
- Includes administrative, capital and personnel costs.

4. Output Measures

- Expressed as a number.
- States the number of units of a service that is expected to be delivered to customers.
- Quantity of the service provided.

4. Project Evaluation

Develop evaluation criteria to evaluate the progress towards project objectives. It is important to define carefully and exactly how success will be determined. Describe performance measures that are specific, measurable, accountable, results-oriented and time-bound. Basic measures of time, dollars, units or stages of work can be supplied.

To be useful, the project evaluation should identify:

- who (individual, agency)...
- is doing what (change in condition, behavior)...
- to whom (target population), and...
- why (bottom-line of the project)?
- when (change occurs by this specific date), and...
- how that change is measured (what data shows changed condition or behavior)?

5. Outcome Measures

- Expressed as a % or rate.
- States the degree to which customers can be expected to experience a particular benefit as a consequence of having received the service.
- Are the results achieved from the outputs.
- Can include "initial", "interim", and "long-term"

6. Service Quality Measures

- Evaluation of the service
- Service was timely
- Solved the problem
- Customer is satisfied
- Service is evenly carried out
- Response or service was appropriate given the need or request

5. Reimbursement

Define the plan for reimbursement of services. Expenses are to be outlined in the budget narrative. The budget is to demonstrate consistency with project objectives. When possible, link the payment with meeting the performance measures.

7. Efficiency Measures

- Expressed as a dollar expenditure.
- Cost per result or per output.
- Relationship of inputs to outputs to outcomes.