



Course Title & Number:	Introduction To Service Contracts
Delivery Method:	Web Based Training (WBT) - Self Paced
Contact Hours:	2 Hour
Registration:	\$40 discounted rate; \$70 standard rate Log on to the Procurement U Learning Management System (LMS) to register, access the course and materials.
Course Contact:	Please contact procurementu@naspo.org for troubleshooting or any questions pertaining to the course. The NASPO staff will respond to you promptly.

Course Description:

This course is designed to help current public procurement professionals understand the role and use of contracts for services. This will include covering the purpose and distinguishing elements of service contracts in a public procurement environment. Furthermore, learners will explore the process for developing service contract specifications and statements of work. The course will also mention common challenges faced in the development and administration stages. Finally, strategies for resolving these potential issues will be presented.

Suggested Audience: Procurement Assistants (administrative support, warehouse inventory manager, warehouse inventory support staff) and buyers (entry-level buyers, intermediate buyers)

Goal(s):

To provide procurement officers with an understanding of the fundamental concepts of the use of service contracts in state procurement.

Learning Objectives:

Upon completion of this course participants will be able to:

- Describe the purpose of a service contract and its role within state procurement
- Distinguish key differences between service contracts and contracts for commodities
- List elements to be included in service contract specifications and statements of work.
- Identify common challenges and potential solutions related to the use of service contracts.

Assessment of Learning:

The participant's learning will be assessed through the completion of a post-test at the end of the course. Participants must receive a score of 80% or higher to complete the post-test. Completion of the post exam is required for the course to be considered complete and eligible for continuing education contact hours.

Universal Public Procurement Certification Council (UPPCC):

Certified Public Procurement Buyer (CPPB) Body of Knowledge _ Domain II Sourcing, Domain IV Contract Administration
 Certified Public Procurement Officer (CPPO) Body of Knowledge _ Domain II Sourcing, Domain IV Contract Administration

Course Materials:

Syllabus and course materials are located in the [107 - Introduction to Service Contracts Community](#) discussion thread.

References:

1. Hatry, H. P. (1983). *A review of private approaches for delivery of public services*. Washington: The Urban Institute Press.
2. NASPO. (2015). Chapter: 15 Contract Management and Contract Administration, Chapter 10: Contracting for Services, Chapter 5: Non-Construction Specifications and Scopes of Work *State and local government procurement; A practical guide* (2nd ed.) (pp. 299-300).
3. National Institute of Government Purchasing (Rev. for 2010 ed.) *Public procurement dictionary of terms: The comprehensive reference public purchasing terms and concepts*. Herndon, VA. Online version: <http://www.nigp.org/home/find-procurement-resources/dictionary-of-terms>
4. OFFICE OF STATE PROCUREMENT (OSP) PROFESSIONAL SERVICE CONTRACTS GUIDELINES (Rep.). (2017, January). Retrieved January 23, 2017, from State of Louisiana Office of State Procurement website: <http://www.doa.la.gov/osp/PC/Training/ProfSvcGuidelines.pdf>
5. Pitzer, J. T., & Thai, K. V. (2009). *Introduction to public procurement*. Herndon, VA: National Institute of Governmental Purchasing.
6. Reason Foundation (2016). Annual Privatization Report 2016. Retrieved February 01, 2017, from <http://reason.org/news/show/annual-privatization-report-2016>
7. *Services contracting best practices: a guide to successful services contracting: report of the Services Contracting Best Practices Task Force*. (2012). Chicago, IL: American Bar Association, Section of Public Contract Law.
8. *State and Local Model Procurement Code* (Rep.). (2000). Retrieved October 15, 2016, from American Bar Association website: <http://apps.americanbar.org/dch/committee.cfm?com=PC500500>
9. Writing a Scope of Work (Rep.). (n.d.). Retrieved January 31, 2017, from University of Alaska Office of Information Technology website: <http://www.alaska.edu/oit/internal/procurement/WritingaScopeofWork.pdf>

Course Information:

- Internet Connection
- Access to [Procurement U LMS](#)
 - Visit the [107 - Introduction to Service Contracts Group](#) to engage in discussion with other participants.to engage in discussion with other participants.
 - To learn how to change your email setting, please click [HERE](#).

Course Structure:

This is a web-based training (WBT) that is self-paced and not facilitated by an instructor. Participants determine when, where and at what speed they complete the training. In order to enhance engagement and learning, narration is provided throughout the course. Additionally, there are interactive elements, and exercises incorporated into the course that require the user to apply their

own knowledge and experiences. Real life examples and links to public resources have been included as well.

Course Completion:

A certificate is available at the completion of the course and is found in the [Transcript](#) menu. Click on the **Action** button next to the course record and choose the **Print Certificate** option. You can export the certificate as a PDF and/or print it for your records.

Cancellation & Refund Policy:

All cancellations must be made in writing and emailed to procurementu@naspo.org. Cancellations over the telephone will not be accepted. To receive a full refund, cancellations must be received prior to the end of the class. After the course has ended, no refunds will be issued. No-shows will not be refunded.

In the unlikely event that Procurement U cancels a class, the total amount of the registration fee will be refunded.