

APPENDIX D
SAMPLE STATEMENT OF WORK (SOW)
FOR
CLOUD SERVICES

Engagement Name
Cloud Services Category

DIR Customer Name

DATE

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Statement of Work (SOW) for Cloud Services
Engagement Name
Customer Name

1 Introduction

Describe the cloud services to be delivered to *[Department/Agency]* with regard to *[Application Name]* and the characteristics of the associated services at a summary level. The statement of work (SOW) is unique and distinct for each engagement.

2 Background

The *[Department/Agency]* seeks cloud services to *[Explain customer business problem or reason for seeking cloud services]*. Provide useful information regarding the Customer organization, engagement history, future plans or any other relevant information regarding the services to be acquired.

3 Scope

The goal of this SOW is to provide *[Department/Agency]* the ability to take advantage of rapidly developing offerings and changing pricing models in Cloud Services. The scope focuses on offering *[type of cloud service e.g., IAAS, PAAS, Cloud Broker]* for the following activities:

- *[List all application activities requiring cloud services, e.g., Cloud Storage Services, Virtual Machines, etc.]*

Sample Content

3.1 Engagement-Based Services

- Scope of work
- Engagement risks, assumptions and constraints
- Roles and responsibilities
- Detailed description of service
- Acceptance criteria
- Engagement completion criteria
- Engagement schedules to be achieved by vendor

3.2 Cloud Computing Services

The requirements focus on the *[type of cloud service offering]* and are divided into the following categories:

- General Cloud Computing Requirements – specifies general requirements for cloud services

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- Common Technical Requirements – specifies the technical requirements for enabling [type of cloud service] offering
- Specific Application Technical Requirements – specifies the requirements for service offerings described in SOW

The [Department/Agency] retains ownership of any user created/loaded data and application(s) hosted on vendor’s infrastructure, and maintains right to request full copies of these at any time.

3.2.1 General Cloud Computing Requirements

The Vendor shall provide a Cloud Computing solution that aligns to the following general cloud computing requirements as described in Table 1 below. [Agency should specify requirements such as: operating system, memory, storage, VPN, WAN, Processing speed, other software or software licenses required, additional services required such as active directory support, backups, and recovery services.]

Table 1: General Cloud Computing Requirement - Include as applicable; add others as needed.

Service Feature	Definition	General Requirement

3.2.2 Common Technical Requirements

The Vendor shall provide a solution that aligns to the following technical requirements as described in Tables 2-6 below. (List provided is not all inclusive)

Table 2: Common Technical Requirements – Service Managing and Provisioning
 Include as applicable; add others as needed.

Service Feature	List of Requirements
Service Provisioning	
Service Level Agreement Management	
Operational Management	
Disaster Recovery	
Continuity of Operations	
Data Management	

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Table 3: Common Technical Requirements – User/Admin/Cloud Broker Portal Requirements Include as applicable; add others as needed.

Service Feature	List of Requirements
Order Management	
Billing/Invoice Tracking	
Utilization Monitoring	
Incident Management	
User Profile Management	

Table 4: Common Technical Requirements – Integration Requirements Include as applicable; add others as needed. Customers should include third-party or custom software that require specific integration, operating system or platform requirements.

Service Feature	List of Requirements
Application Programming Interfaces (APIs)	
Customer Provided Software	

Table 5: Common Technical Requirements – Data Center Facilities Requirements Include as applicable; add others as needed.

Service Feature	List of Requirements
Internet Access	
Firewalls	
LAN/WAN	
Location	

Table 6: Common Technical Requirements – Compliance & Standards Requirements

Include as applicable; add others as needed.

Service Feature	List of Requirements
Accessibility	
Security	
Privacy	

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3.2.3 Specific Application Technical Requirements

The Vendor shall provide a solution that aligns to the following technical requirements as described in Table 7 below. (List provided is not all inclusive)

Table 7: Specific Application Technical Requirements - Include as applicable; add others as needed.

Service Feature	General Requirement
Storage	
Bandwidth tiers	
Virtual Machine	
Bundling Options	

4 Services

4.1 Sample Content

(Example – at a minimum, Customers should consider the following items when developing their SOW)

- Services must be provided on the dates specified. Any changes to the delivery date must have prior approval (in writing) by the Customer contract manager or designate.
- All services must be submitted in a format approved by the Customer contract manager.
- If the services cannot be provided within the scheduled time frame, the Vendor is required to contact the Customer contract manager in writing with a reason for the delay and the proposed revised schedule. The request for a revised schedule must include the impact on related tasks and the overall engagement.
- A request for a revised schedule must be reviewed and approved by the Customer contract manager before placed in effect. Contract Terms and Conditions may dictate penalties, costs, and other actions based on the facts related to the request for a revised schedule.

5 Reports

Sample Content (Example – at a minimum, Customers should consider the following items when developing their SOW)

Cloud Services vendors provide standard reports and may provide some custom reports. Customers should discuss their reporting requirements with the vendor prior to executing a purchase order. Table 8 contains a list of sample report deliverables that vendors may provide.

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Table 8: Sample Reports

Report Deliverable	Description	Frequency
Service Level Agreement (SLA)	<ul style="list-style-type: none"> • Service Availability (Measured as Total Uptime Hours / Total Hours within the Month) displayed as a percentage of availability up to one-tenth of a percent (e.g. 99.5%) • Text description of major outages (including description of root-cause and fix) resulting in greater than 1-hour of unscheduled downtime within a month 	Monthly
Help Desk / Trouble Tickets	<ul style="list-style-type: none"> • No of Help Desk/customer service requests received. • Number of Trouble Tickets Opened • Number of trouble tickets closed • Average mean time to respond to Trouble Tickets (time between trouble ticket opened and the first contact with customer) • Average mean time to resolve trouble ticket 	Monthly
Service Orders / Sales	<ul style="list-style-type: none"> • Quantity and Type of IaaS/PaaS service orders received • Number of service orders (and percentage of orders out of the total) which resulted in an email or contact with customer within two hours of individual task order(s) issued under this BPA being sent to vendor 	Monthly
Service Utilization	<ul style="list-style-type: none"> • Monthly utilization of each IaaS/PaaS Service type (Lot) as defined by the Service Units for the specific Lot offered by the vendor 	Monthly
Invoicing/Billing	<ul style="list-style-type: none"> • Standard invoicing/billing 	Monthly

6 Service Levels

Cloud service levels will be provided and may vary from one cloud service provider to another or one cloud service to another. Customers should discuss their service level requirements with the vendor prior to executing a purchase order. Examples of service levels to be considered include:

- Security (as defined by customer)
- Quality (as defined by customer)
- Availability (data, system, and components)
- Performance (transmission, response, or completion times)
- Meantime to Resolution (MTR)
- Incident Notification and Response
- Business Continuity
- ISO/ANSI Standards
- IEEE standards
- Reliability
- Previous System or Service Retired on Time

7 Period of Performance

Specify the period of performance in which the Vendor will conduct and complete the work associated with the SOW.

8 Invoices

Describe the Vendor's responsibilities for invoicing Customer including invoice content, frequency/schedule and instructions for submitting invoices. Payments will be made in accordance with Appendix A of the Contract.

9 Additional Customer Terms and Conditions

List any additional terms and conditions required by the Customer. Customers may negotiate the terms and conditions of a SOW to suit their business needs so long as the SOW terms and conditions do not conflict or weaken the DIR master contract.

10 Vendor Response

Sample Content (Example – at a minimum, Customers should consider the following items when developing their SOW)

- All responses to this SOW must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise)
- All documents must be in formats (hard copy and electronic) as specified by the Customer - at a minimum, the formats must be in industry accepted standards (e.g., MS Word, MS PowerPoint, MS Project)
- The Vendor must demonstrate its knowledge and expertise related to the services in this SOW.

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- Outline of capability to deliver the required services, including process, functional and technical expertise
- Engagement plans for services or transition
- Agreed on SOW for services

11 Pricing

The main purpose of this section is to detail the pricing for the cloud services. Vendors should also provide a summary of any assumptions and exclusions.

Sample Pricing Sheet

Service Description	Price

12 Response Submission Requirements

Sample Content

- SOW schedule of events: deadline for questions, deadline for answering questions, response due date
- Address for response submission
- Number of copies
- Mandatory response contents