*[Insert Your Department Name*]  
*[Insert Your Agency Name*]

**STATEMENT OF WORK (SOW)**

**Infrastructure as a Service – IaaS**

***or***

**Platform as a Service - PaaS**

***[Insert the Subject of the SOW]*** ***[Date]***

***[Status, ie, DRAFT or APPROVED]***

**Version 1.0**

# Document Overview

This Statement of Work (SOW) template is informational only and the use of this template is not required.

This template can simply be used as a reference document for purposes of outlining your own SOW and for ensuring that the information listed in this template is provided in your own SOW.   
  
**Note:** Guidance in this template is presented in *FAQ’s,* included with this document.

All sections should be reviewed for relevance to the cloud-based objectives of the ordering activity and modified accordingly.

This sample is not all inclusive, therefore the reader is cautioned to use professional judgment and include agency-specific references to their own SOW.

Table of Contents

[Document Overview 2](#_Toc487013483)

[1. Task Order Title 4](#_Toc487013484)

[2. Project Summary 4](#_Toc487013485)

[3. Background 4](#_Toc487013486)

[3.1. Purpose 4](#_Toc487013487)

[3.2. Assumptions 4](#_Toc487013488)

[3.3. Current Environment 4](#_Toc487013489)

[4. Proposed Environment 5](#_Toc487013490)

[5. IaaS / PaaS Requirements 5](#_Toc487013491)

[5.1. Infrastructure as a Service (IaaS) Technical Requirements 5](#_Toc487013492)

[5.2. Platform as a Service (PaaS) Technical Requirements 6](#_Toc487013493)

[6. Other Requirements 6](#_Toc487013494)

[6.1. Software License 6](#_Toc487013495)

[6.2. Backup Systems and Capability 6](#_Toc487013496)

[6.3. Scalable Resources 7](#_Toc487013497)

[6.4. System Usage 7](#_Toc487013498)

[6.5. System Availability 7](#_Toc487013499)

[6.6. Service Level Agreements (SLAs) 7](#_Toc487013500)

[6.7. Help Desk Support 7](#_Toc487013501)

[6.8. Security 8](#_Toc487013502)

[6.8.1. Security Classification 8](#_Toc487013503)

[6.8.2. Vulnerability Scanning and Patching 8](#_Toc487013504)

[6.8.3. Trusted Internet Connection (TIC) Compliance 8](#_Toc487013505)

[6.8.4. IPv6 Requirements 8](#_Toc487013506)

[6.9. Professional Services 8](#_Toc487013507)

[7. Period of Performance 9](#_Toc487013508)

[8. Points of Contact 9](#_Toc487013509)

[APPENDIX: REFERENCES 10](#_Toc487013510)

# Task Order Title

*Include a short title of services and/or a general description of items to be acquired.   This title should be unique and descriptive, and should be used consistently throughout the task order process.*

# Project Summary

*Provide a description of the business and technical objectives without including the specific requirements.*

# Background

## Purpose

*Provide one or a few sentences to specify, at a high level, what this SOW is to address / achieve. Include the service model(s) that applies (IaaS, PaaS, SaaS, or a mix).*

## Assumptions

*Specify any assumptions here. Input “N/A” if not applicable.*

## Current Environment

*Provide a brief, high-level description of your organization’s current environment and a diagram, if available. Examples of current environment factors are listed below:*

* Servers and / or Virtual Instances for:
  + Applications
  + Databases
  + Web Hosting
  + Load Balancing
  + Redundancy, Mirroring and High Availability
  + Production, Development and Test Environments
* Storage Systems
  + SAN – Storage Area Network
  + NAS – Network-Attached Storage
  + Backup Storage
  + Archival Storage
* Networks
  + Wide-Area Network Details and Sizing
  + System Interfaces and Network Boundaries
  + Number of Users
  + Transactional Traffic, such as Web Transactions, Database Transactions or Application Transactions
  + Network Security, such as Firewalls, Secure File Transfer or VPN
* Server Operating Systems
  + System Administration
  + Version
* Databases
  + Database Administration
  + Licensing
  + Version
  + Relational or Non-Relational
* Middleware

# Proposed Environment

*Provide a detailed description of the proposed environment using the same criteria as in the Current Environment and include an architectural diagram for reference*

# IaaS / PaaS Requirements

## Infrastructure as a Service (IaaS) Technical Requirements

*Use the tables below to provide the technical requirements and specifications of the proposed IaaS environment. Insert rows if additional space is needed.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Servers** | **Production** | **Development** | **Test** |
| Application | *Server XX – CPU’s, RAM, Storage* | *Server XX – CPU’s, RAM, Storage* | *Server XX – CPU’s, RAM, Storage* |
| Database | *Server XX – CPU’s, RAM, Storage* | *Server XX – CPU’s, RAM, Storage* | *Server XX – CPU’s, RAM, Storage* |
| Web Hosting | *Server XX – CPU’s, RAM, Storage* | *Server XX – CPU’s, RAM, Storage* | *Server XX – CPU’s, RAM, Storage* |
| Communications (ie, SFT) | *Server XX – CPU’s, RAM, Storage* | *Server XX – CPU’s, RAM, Storage* | *Server XX – CPU’s, RAM, Storage* |
|  |  |  |  |
| **Storage Systems** | **Production** | **Development** | **Test** |
| SAN (GB or TB) |  |  |  |
| NAS (GB or TB) |  |  |  |
| Back-up (GB or TB) |  |  |  |
| Archive (GB or TB) |  |  |  |
|  |  |  |  |
| **Network** |  |  |  |
| Transport *(ie, Dedicated, Internet, TIC, or None)* |  |  |  |
| Bandwidth (MB or GB) |  |  |  |
| Redundancy |  |  |  |
| Firewall |  |  |  |
| Internet Gateway |  |  |  |
| Layer 3 Switching |  |  |  |
| Secure File Transfer |  |  |  |
| Security |  |  |  |

## Platform as a Service (PaaS) Technical Requirements

*In addition to the IaaS technical requirements, please use the tables below to provide the technical requirements and specifications for the proposed PaaS environment. Insert rows if additional space is needed.*

|  |  |  |
| --- | --- | --- |
| **Virtual Network** | **Specification** |  |
| VPN |  |  |
| VLAN |  |  |
| Virtual Desktop |  |  |
|  |  |  |
| **Operating System** | **Linux** | **Windows** |
| *Server 1* |  |  |
| *Server 2* |  |  |
|  |  |  |
| **Middleware** |  |  |
|  |  |  |
|  |  |  |

# Other Requirements

*In addition to the IaaS and PaaS technical requirements, include requirements for the following functions and professional services.*

## Software License

*Clarify in this section who will be responsible for licensing, including but not limited to operating systems, servers, databases and applications.*

## Backup Systems and Capability

*Backup capability refers to the ability to recover and restore the system and data from a failure or loss situation. This would include:*

* Backup Contents
  + *Applications – (i.e., 45 GB full, 1GB daily incremental)*
  + *Data – (i.e., 100 TB full, 50 GB daily incremental) (if running multiple applications, may want to list Data by application)*
  + *Other – (i.e., web pages, 100 GB full, 1GB daily incremental)*

* Backup Retention Period and Archiving
  + *The required length of time backups will be retained*
  + *Offsite archiving requirements*
* Recovery Time Objective (RTO)
* The required length of time for backup restoration *(for example):*
  + *24 hours for production environment*
  + *72 hours for development and test environments*
* Recovery Point Objective (RPO)
  + *The maximum length of time between backups*
* Snapshot Capability
  + *Identify whether or not snapshot capability is required. This refers to the customer having the ability to make an on-demand copy of the system / data, such as before doing a system upgrade or data migration**.*

## Scalable Resources

*Provide the ability to increase/decrease resources, as needed, to support any periods of unpredictable high/low usage. Scalable resources include but are not limited to:*

* *Bandwidth*
* *Servers*
* *Storage*
* *Database instances*
* *Other*

## System Usage

*For the target throughput of the system, include users and anticipated users from all groups in the numbers. If the system has multiple applications, create a table for each application.*

|  |  |  |  |
| --- | --- | --- | --- |
| **Description** | **Current** | **Growth** | **Growth Timeframe** |
| Number of Users: Peak Time |  |  |  |
| Number of Users: Average Time |  |  |  |
| Amount of Bandwidth: Peak Time |  |  |  |
| Amount of Bandwidth: Average Time |  |  |  |
| Number of Transactions: Peak Time |  |  |  |
| Number of Transactions: Average Time |  |  |  |

## System Availability

*The Contractor will design an environment configured to support the system availability of xx.xx% or greater per month.*

## Service Level Agreements (SLAs)

*This subsection specifies SLAs the Contractor is required to meet. The Contractor shall provide a financially-backed penalty schedule for not meeting each of the SLA targets.*

## Help Desk Support

*State requirements for Help Desk support*

The help desk shall be available and provide the following levels of support:

* *24x7x365*
* *Production environment 15 minutes to 2 hours maximum time to acknowledge for Priority 1 severity, and for mean time to resolve*.

## Security

### Security Classification

*State the FISMA rating according to its FIPS199 classification*.

### Vulnerability Scanning and Patching

*The Contractor must comply with Continuous Monitoring requirements and conduct standards per FedRAMPI policy. The Contractor shall submit monthly continuous monitoring reports to the applicable Government System Owner and Authorizing Official, to include a monthly Plan of Action and Milestones (POA&M) report documenting risk mitigation strategies.*

### Trusted Internet Connection (TIC) Compliance

*This section applies when there will be a transfer of restricted data between government systems and external systems, information is going to be transmitted between the hosted environment and another environment (including transferring data for the initial loading), or if information is to be transmitted from a web app onto the cloud over the internet.*

### IPv6 Requirements

*Compliance with federally mandated IPv6 requirements for public-facing services. See* [*http://www.whitehouse.gov/sites/default/files/omb/assets/egov\_docs/transition-to-ipv6.pdf*](http://www.whitehouse.gov/sites/default/files/omb/assets/egov_docs/transition-to-ipv6.pdf) *for more information.*

## Professional Services

*This section is applicable on a case-by-case basis depending on the customer’s need for any of the services. These could include one-time services, such as implementation assistance, or monthly recurring services that are needed to support the project.*

|  |  |  |
| --- | --- | --- |
| **Description** | **One-Time Hours** | **Monthly Hours** |
| Architecture and Design |  |  |
| Migration and Implementation |  |  |
| Application Development |  |  |
| Testing |  |  |
| Training |  |  |
| Database Administration |  |  |
| System Administration |  |  |
| Security Assessment & Authorization |  |  |
| Monitoring and Compliance |  |  |
| Directory Services |  |  |
| Authentication Services |  |  |

# Period of Performance

*Please indicate the length of the task order i.e. start date and end date.*

*State if the task order is to be awarded with a base period and options.  If the task order is to be awarded and funded incrementally, state the base obligation period and incremental funding periods.*

# Points of Contact

**Contracting Officer (CO)**Name:   
Address:  
Email:  
Phone Number:

**Contracting Officer’s Representative (COR)**  
Name:  
Address:  
Email:  
Phone Number:

# APPENDIX: REFERENCES

[*Optional*]

[*Include list of reference documents*]