

**Contract DIR-TSO-4232**  
**Appendix D, Statement of Work**

**Department of Information Resources**

**Cloud Services Contract**

**Sample Statement of Work**

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**STATEMENT OF WORK (SOW)  
FOR  
CLOUD SERVICES**

***Project Name***

***DIR Customer Name***

***DATE***

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## 1.0 Purpose

This Statement of Work describes the Cloud Services to be delivered to *[Department/Agency]* with regard to *[application name]*.

## 2.0 Background/Objective

Given the growing significance and maturity of Cloud Services, the Texas Department of Information Resources (DIR) issued a Cloud Services RFO to contract cloud providers for customer use. Cloud computing is a model for enabling available, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services). Cloud Services are generally expected to offer reduced cost and increased efficiency for government organizations.

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

## 3.0 Scope

The overarching goal of this SOW is to provide *[Department/Agency]* the ability to take advantage of rapidly developing offerings and changing price 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]*

## 4.0 Requirements

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
- 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 applications hosted on vendor’s infrastructure, and maintains right to request full copies of these at any time.

**4.1 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.

Table 1: General Cloud Computing Requirement

Cloud Characteristic	Definition	General Requirement

**4.2 Common Technical Requirements**

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

***Service Management and Provisioning Requirements***

Cloud Characteristic	List of Requirements
<i>Service Provisioning</i>	
<i>Service Level Agreement Management</i>	
<i>Operational Management</i>	
<i>DR and COOP</i>	

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<b>Cloud Characteristic</b>	<b>List of Requirements</b>
<i>Data Management</i>	

### ***User/Admin Portal Requirements***

<b>Cloud Characteristic</b>	<b>List of Requirements</b>
<i>Order Management</i>	
<i>Billing/Invoice Tracking</i>	
<i>Utilization Monitoring</i>	
<i>Trouble Management</i>	
<i>User Profile Management</i>	

### ***Integration Requirements***

<b>Cloud Characteristic</b>	<b>List of Requirements</b>
<i>Application Programming Interfaces (APIs)</i>	

### ***Data Center Facilities Requirements***

<i>Internet Access</i>	
<i>Firewalls</i>	
<i>LAN/WAN</i>	
<i>Data Center Facilities</i>	1.

### 4.3 Specific Application Technical Requirements

List all requirements specific to application (e.g., storage requirements, bandwidth tiers, virtual machine requirements, bundling options,

### 5.0 Compliance Requirements

#### 5.1 Accessibility Requirements – list all accessibility requirements

#### 5.2 Security Requirements – list all security requirements

#### 5.3 Privacy Requirements – list all privacy requirements

### 6.0 Reporting Deliverables

Below is an example list of deliverables that might be required by customer.

Report / Deliverable	Description	Frequency
<b>Service Level Agreement (SLA)</b>	<ul style="list-style-type: none"> <li>• 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%)</li> <li>• Text description of major outages (including description of root-cause and fix) resulting in greater than 1-hour of unscheduled downtime within a month</li> </ul>	Monthly
<b>Help Desk / Trouble Tickets</b>	<ul style="list-style-type: none"> <li>• Number of Help Desk/customer service requests received.</li> <li>• Number of Trouble Tickets Opened</li> <li>• Number of trouble tickets closed</li> <li>• Average mean time to respond to Trouble</li> </ul>	Monthly

	<p>Tickets (time between trouble ticket opened and the first contact with customer)</p> <ul style="list-style-type: none"> <li>• Average mean time to resolve trouble ticket</li> </ul>	
<b>Service Orders / Sales</b>	<ul style="list-style-type: none"> <li>• Quantity and Type of IaaS/PaaS service orders received</li> <li>• 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</li> </ul>	Monthly
<b>Service Utilization</b>	<ul style="list-style-type: none"> <li>• Monthly utilization of each IaaS/PaaS Service type (Lot) as defined by the Service Units for the specific Lot offered by the vendor</li> </ul>	Monthly
<b>Invoicing/Billing</b>	<ul style="list-style-type: none"> <li>• Standard invoicing/billing</li> </ul>	Monthly

## 7.0 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.

## 8.0 Pricing

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

**Sample Pricing Sheet**

<b>Cloud Service</b>	<b>Agency/Department Application Name</b>	<b>Price</b>



The undersigned signatories represent and warrant that they have full authority to enter into this Statement of Work on behalf of the respective parties. The Effective Date of this SOW shall be the date of the last party to sign.

**Customer Agency**

**Cloud Service Provider (Vendor)**

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Legal: \_\_\_\_\_