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

STATEMENT OF WORK (SOW)

Software as a Service – SaaS

*[Insert the Subject of the SOW]*

*[Date]*

*[Status, i.e., 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.

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**1. 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.*

**2. Project Summary**

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

**3. Background**

**3.1.** **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).*

**3.2.** **Assumptions**

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

**3.3.** **Current Environment**

*Provide a brief, high-level description of your organization’s current environment and a diagram, if available.*

**4. SaaS Requirements**

*Provide a detailed description of the proposed Software as a Service (SaaS) objectives and requirements. What is the business need and problem being solved?*

**4.1.** **Use Cases**

*A Use Case can be defined using the following criteria:*

*What is the context of the system? Why is the system built?*

*What does the user want to achieve when using the system? What value does the system add to the users?*

**4.2.** **Data Location**

*Will data reside totally in the SaaS solution, totally outside the SaaS solution or a combination of these locations? Will there be a need for data integration, either once, such as to populate the solution, or multiple integration instances? What will be the method of data integration (manual or API) if it is required?*

**4.3.** **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

**4.4.** **Scalable Resources**

*Indicate any requirements for the vendor to provide the ability to increase/decrease resources, as needed, to support any periods of unpredictable high/low usage.*

**4.5.** **Reporting**

*Describe the type of reporting required from the SaaS solution and describe if reporting will be pre-defined reports or if ad-hoc reporting and data queries will be needed from the SaaS solution.*

**4.6.** **Training**

*Indicate any training requirements for the SaaS solution, including initial training and on-going training that may be needed from the vendor.*

**4.7.** **Security**

**4.7.1. Security Classification**

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

**4.7.2. Vulnerability Scanning and Patching**

*The Contractor must comply with Continuous Monitoring requirements and conduct standards per DOI 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.*

**4.7.3. 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.*

**4.7.4. IPv6 Requirements**

*Compliance with federally mandated IPv6 requirements for public facing*

*services. See*

[*http://www.whitehouse.gov/sites/default/files/omb/assets/egov\_docs/trans*](http://www.whitehouse.gov/sites/default/files/omb/assets/egov_docs/transition-to-ipv6.pdf)

[*ition-to-ipv6.pdf*](http://www.whitehouse.gov/sites/default/files/omb/assets/egov_docs/transition-to-ipv6.pdf) *for more information.*

**4.8.** **Business Continuity and Disaster Recovery**

**4.9.** **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

1. *Applications – (i.e., 45 GB full, 1GB daily incremental)*
2. *Data – (i.e., 100 TB full, 50 GB daily incremental) (if running multiple*

*applications, may want to list Data by application)*

* 1. *Other – (i.e., web pages, 100 GB full, 1GB daily incremental)*

Backup Retention Period and Archiving

* 1. *The required length of time backups will be retained*
  2. *Offsite archiving requirements*

Recovery Time Objective (RTO)

* 1. *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)

* 1. *The maximum length of time between backups*

Snapshot Capability

* 1. *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.*

**4.10.** **System Availability**

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

**4.11.** **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.*

**4.12.** **Help Desk Support**

*State requirements for Help Desk support, for example:*

*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*.

**4.13.** **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

**5. 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.*

**6. 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*]