Sample Template (SOW)
For CLOUD SERVICES

CUSTOMER LOGO

Presented By:

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Account Manager</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Lead Engineer</td>
<td></td>
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<tr>
<td></td>
<td>Project Manager</td>
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</tr>
</tbody>
</table>
General Assumptions by Flair

Overview

Customer Name and address

1.0 Purpose

This Statement of Work outlines the joint efforts between XXXXX and Flair Data Systems to setup, implement and configure the required components to allow XXXXX to

Our goal is to

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]

3.1 Architecture

What this architecture allows

DIAGRAM
3.2 Project Scope of Work

**Phase**

Flair responsibilities:
- Initial Design
- Configure
- Cutover
- Provide support

3.3 Responsibilities

**Initial design**

- **Flair Responsibilities**
  - Complete design based on information gathering
  - Provide the projected design to Customer for review prior to implementation
- **Customer Responsibilities**
  - Provide single point of contact for coordinating design activities
  - Participate in design meetings
  - Review and approve design

**Configuration and Integration**

- **Flair Responsibilities**
  - Complete configuration of X devices of X model (be specific)
    - List specific elements to be configured on each (be specific)
    - List additional elements
    - Complete for each device type
  - Provide documentation for change management for device integration
  - Create testing plan for integration
- **Customer Responsibilities**
  - Schedule change management for device integration
  - Assist in creating testing plan

**Cutover Support**

- **Flair Responsibilities**
  - Provide engineering support for 2 days onsite for post-cutover support
  - Address service-impacting issues associated with cutover
- **Customer Responsibilities**
  - Notify supplier of any detected post-cut issues
  - Assist with testing and validation of any fixes

**Documentation and Training**

- **Flair Responsibilities**
  - Create documentation including Visio diagram
- **Customer Responsibilities**
  - Review documentation
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

<table>
<thead>
<tr>
<th>Cloud Characteristic</th>
<th>Definition</th>
<th>General Requirement</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

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**

<table>
<thead>
<tr>
<th>Cloud Characteristic</th>
<th>List of Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Service Provisioning</em></td>
<td></td>
</tr>
<tr>
<td><em>Service Level Agreement Management</em></td>
<td></td>
</tr>
</tbody>
</table>
### Cloud Characteristic

<table>
<thead>
<tr>
<th>List of Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Management</td>
</tr>
<tr>
<td>DR and COOP</td>
</tr>
<tr>
<td>Data Management</td>
</tr>
</tbody>
</table>

### User/Admin Portal Requirements

<table>
<thead>
<tr>
<th>List of Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Order Management</td>
</tr>
<tr>
<td>Billing/Invoice Tracking</td>
</tr>
<tr>
<td>Utilization Monitoring</td>
</tr>
<tr>
<td>Trouble Management</td>
</tr>
<tr>
<td>User Profile Management</td>
</tr>
</tbody>
</table>

### Integration Requirements

<table>
<thead>
<tr>
<th>List of Requirements</th>
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</thead>
<tbody>
<tr>
<td>Application Programming Interfaces (APIs)</td>
</tr>
</tbody>
</table>

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**Data Center Facilities Requirements**
4.3 Specific Application Technical Requirements

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

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

<table>
<thead>
<tr>
<th>Report / Deliverable</th>
<th>Description</th>
<th>Frequency</th>
</tr>
</thead>
</table>
| Service Level Agreement (SLA)| • 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                                     | Monthly   |
# Appendix D, Statement of Work

## Help Desk / Trouble Tickets
- Number 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

## Service Orders / Sales
- 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

## Service Utilization
- Monthly utilization of each IaaS/PaaS Service type (Lot) as defined by the Service Units for the specific Lot offered by the vendor

## Invoicing/Billing
- Standard invoicing/billing

## 7. 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. 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

<table>
<thead>
<tr>
<th>Cloud Service</th>
<th>Agency/Department Application Name</th>
<th>Price</th>
</tr>
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<tbody>
<tr>
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9. General Assumptions by Flair

This Statement of Work and the Service pricing herein were prepared based on the following key assumptions (“Assumptions”). Any deviations from these Assumptions that arise during the project shall be managed through the Project Change Request process. Parties agree that any changes in the Assumptions may result in an adjustment in the Service pricing.

- Customer will provide access to all required devices as required for design creation and implementation.
- Customer will provide all power, space, cabling and connectivity for devices.
- Customer will provide all required hardware, including adapters and cables, and licensing for functionality.
- Customer will provide active vendor maintenance contracts and provide access to this information for opening any required technical assistance cases.
- Customer will be responsible for coordinating configuration of devices outside the scope of this Statement of Work.
- Any service provided by another vendor or manufacturer limitations cannot be controlled by Flair.
Statement of Work Acceptance

This Statement of Work ("SOW") dated as of Month/Date/Year, known as the Effective Date, is made and entered into between Flair Data Systems ("Supplier") with offices at 2805 Dallas Pkwy # 240, Plano, TX 75093, and Customer ("Customer") with offices at insert Customer address.

IN WITNESS WHEREOF, the parties by their duly authorized representatives have executed this services agreement as of the date set forth below.

<table>
<thead>
<tr>
<th>Flair Data Systems</th>
<th>Customer Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authorized Signature</td>
<td>Authorized Signature</td>
</tr>
<tr>
<td>Printed Name</td>
<td>Printed Name</td>
</tr>
<tr>
<td>Title</td>
<td>Title</td>
</tr>
<tr>
<td>Date</td>
<td>Date</td>
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Please sign final page and email account manager.