**Statement of Work (SOW)**

**for**

**AFSOC Cloud Infrastructure as a Service**

**Dated: 5 March 2018**

1. **SCOPE OF WORK:** This acquisition establishes compliance with DoD’s “Cloud Computing Strategy” (July 2012) to eliminate local data centers. Cloud computing accelerates AFSOC’s IT delivery, efficiency, and innovation as an Enterprise. Moving to the cloud enables AFSOC to increase secure information sharing and collaboration, enhance mission effectiveness, and decrease server costs by using cloud services. Cloud Infrastructure as a Service (IaaS) allows AFSOC users to access applications anywhere, anytime using desktop and mobile devices. The AFSOC Cloud requires certain specialized infrastructure to continue the current AFSOC Cloud software portfolio, security configuration, and Authority To Operate (ATO).
2. **DESCRIPTION OF WORK:** 
   1. **INFRASTRUCTURE TASKS:**
      1. IAAS: The contractor shall provide (IaaS) services only from a Federal Risk and Authorization Management Program (FedRAMP) compliant Cloud Service Provider (CSP) only with the following characteristics:
         * 1. On-demand self-service: A consumer can unilaterally provision computing capabilities, such as server time and network storage, as needed automatically without requiring human interaction with a service provider.
         1. Broad network access: Capabilities are available over the network and accessed through standard mechanisms that promote use by heterogeneous thin or thick client platforms (e.g., mobile phones, tablets, laptops, and workstations).
         2. Resource pooling: The provider’s computing resources are pooled to serve multiple consumers using a multi-tenant model, with different physical and virtual resources dynamically assigned and reassigned according to consumer demand. There is a sense of location independence in that the customer generally has no control or knowledge over the exact location of the provided resources but may be able to specify location at a higher level of abstraction (e.g., country, state, or datacenter). Examples of resources include storage, processing, memory, and network bandwidth.
         3. Rapid elasticity: Capabilities can be elastically provisioned and released, in some cases automatically, to scale rapidly outward and inward commensurate with demand. To the consumer, the capabilities available for provisioning often appear to be unlimited and can be appropriated in any quantity at any time.
         4. Measured service: Cloud systems automatically control and optimize resource use by leveraging a metering capability at some level of abstraction appropriate to the type of service (e.g., storage, processing, bandwidth, and active user accounts). Resource usage can be monitored, controlled, and reported, providing transparency for both the provider and consumer of the utilized service.
         5. Security Implementation: The rapidly evolving threat landscape necessitates specialist engineers to routinely assure security configurations. Amazon Web Services will continue to provide security of the Cloud, while AFSOC provided engineers will help guide and provide technical assistance for the implementation of security measures in accordance with the AWS shared responsibility model.
         6. Best Practices: Amazon Web Services should periodically publish revised literature on best practices for security and performance.
         7. Optimization Of Account Billing: Review master billing account strategy, PO setup, and MFA enablement.
         8. Monitoring: Aid in the optimization of Splunk or the appropriate similar industry standard tool.
         9. Automation: Advise and assist the establishment of configuration and compliance automation
      2. The CSP shall include the following features:
         1. Only regions physically located within the Continental United States (CONUS).
         2. Ability to run Department of Defense (DOD) Cloud Computing Security Requirements Guide (CCSRG) impact levels 2,4,5, and 6.
         3. Virtual servers with the following characteristics:
            1. Platform must be x86\_64 instruction set architecture (ISA) or something new/better.
            2. Both 32 and 64-bit architectures
            3. Current Windows and Linux distributions
         4. Discounted Storage Tiers – Tiered storage is the assignment of different categories of data to different types of storage media in order to reduce total storage cost.
         5. Discounted Long-term Compute Instances
         6. Web Management Console
         7. API Access and API Logging
         8. Identity Access Management
      3. Optionally, the contractor can provide optional services on a pay-as-you-go to implement any IaaS solutions. **The Government reserves the right to utilize any & all services available from AWS. This includes: GOVCLOUD & other regions in the United States and territories i.e. US East & US West, and any other regions that may be added at a later date.**
      4. The contractor shall provide a monthly report which outlines monthly data rate usage for all connections. It should include data use per instance and identify any throttling or choke points in the network transport along the transport network to the AFSOC controlled commercial internet, and NIPRNet gateway.
      5. The contractor shall provide AWS’s standard 24/7 Business Support/Trusted Advisor. US Citizens working CONUS only technical and engineering support for the Infrastructure-as-a-Service.
3. **LOCATION OF WORK:** Contract employees shall provide support through their Network Operations Center (NOC). Contract employees working on the classified regions of GovCloud shall possess an appropriate security clearance without any disqualifying revocations.
4. **PERFORMANCE PERIOD:** Performance periods will be detailed on each BPA call placed.
5. **SERVICE DELIVERY SUMMARY:**

|  |  |  |
| --- | --- | --- |
| **Performance Objective** | **SOW Para** | **Performance Threshold** |
| **24/7 Technical and Engineering Support** | 2.1.5. | The contractor shall provide 24/7 technical and engineering support for all task(s) or services in this SOW. |

1. **GOVERNMENT AND CONTRACTOR FURNISHED PROPERTY, SERVICES, AND EQUIPMENT:**
   1. Government-Furnished Equipment: The accomplishment of this proposed does not require any Government Furnished Equipment (GFE). The government will exchange technical configuration setting and architecture details to ensure that the contractor has enough information to connect to AFSOF controlled commercial internet services, and the NIPRNet gateway.
   2. Contractor Furnished Items And Services: The contractor shall furnish everything needed to provide bandwidth, connections, and transport routing during the period of performance.
2. **RECORDS.** The contractor shall provide routine monthly invoicing documentation and a monthly report which outlines data rate usage for the month. There are no additional records or reports required by this SOW.
3. **GENERAL:**
   1. Event days and Scheduling: AFSOAWC/DDS will manage the schedule of which instances are simultaneously connected.
   2. Performance Evaluation Meetings: The Contracting Officer may require the contractor to meet with the Contracting Officer, contract administrator, other government personnel as deemed necessary. The contractor may request a meeting with the contracting officer when he or she believes such a meeting is necessary. Written minutes of any such meetings shall be recorded in the contract and signed by the contract manager and the contracting officer or contract administrator. If the contractor does not concur with any portion of the minutes, such non-concurrence shall be provided in writing to the Contracting Officer by the contractor within 10 calendar days following receipt of the minutes.
4. **Performance of Services During Crisis Declared By The National Command Authority or Overseas Combatant Commander:** Service are critical to crisis operations and shall not be suspended.
5. **INVOICES**: Invoices shall be submitted using Wide Area Work Flow (WAWF). See solicitation/contract clause for instructions.
   1. Type of Invoice to be used in WAWF is “Combo”.
6. **Reimbursement of Travel:** Travel will not be reimbursed under this agreement.