



# Department of the Interior

## Foundation Cloud Hosting Services (FCHS)

On May 1, 2013 the Department of the Interior (DOI) awarded contract number D13PC00024 to IBM; it is an Indefinite Delivery Indefinite Quantity (IDIQ) contract, whose purpose is “to establish the most, efficient, effective and transparent portfolio of IT service delivery solutions for meeting mission needs utilizing modern technology.”<sup>1</sup> The contract has a three year base period of performance from May 1, 2013 to April 30, 2016, with three two-year options and a fourth, one-year option that can extend the period of performance to April 30, 2023. All Interior Bureaus and Offices are eligible to purchase solutions on this contract.

### Highlights:

- DOI-wide IDIQ for cloud services
- Seven technical service lines, covering compute and storage, web hosting, database hosting, secure file transfer, development and test, and SAP application hosting
- Pre-defined Service Level Agreements (SLAs)
- Compliant with all DOI Information Security and Privacy Requirements, including FedRAMP
- Includes Associated Support Services such as planning and migration services

### Solution Overview

IBM’s FCHS contract covers all seven requested technical service lines along with Associated Support Services such as planning and migration. The cloud services are

- Storage Services
- Secure File Transfer Services
- Virtual Machine Services
- Database Hosting Services
- Web Hosting Services
- Development and Test Environment Hosting Services
- SAP Application Hosting Services

It is important to note that “the DOI considers Data Center Consolidation or emergency operations requirements, and any hosting and associated support services necessary, to be within scope of this contract.”<sup>2</sup> IBM has included a portfolio of services that support everything from Data Center Consolidation to IBM operating and/or maintaining Government-Owned Equipment, whether on IBM’s or a Government site. IBM agreed to all of the requested Service Level Agreements (SLAs), from the most to least restrictive (and most to least costly), giving users of this contract a full menu of SLAs to meet the specific needs of each task order.

### How Do I Get Started?

IBM believes that cloud success is workload-driven; that is, certain workloads benefit far more from the use of cloud than others. So the right place to start is by identifying the appropriate workloads to move to the cloud, and our planning and migration services can help you do that.



<sup>1</sup> DOI Solicitation No. D12PS00316 – Foundation Cloud Hosting Services

<sup>2</sup> Ibid.

## Hosting Services

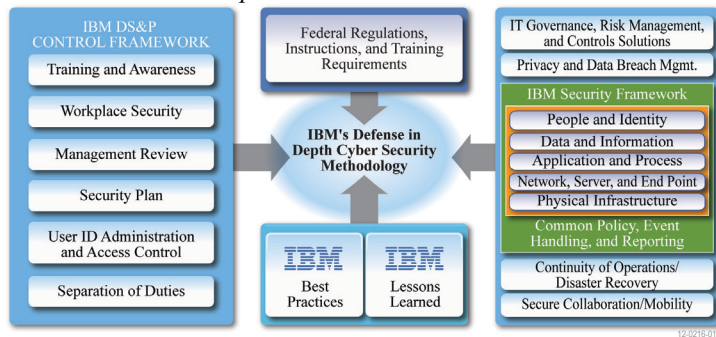
The IBM FCHS contract provides a full suite of hosting services, offered in both a public cloud and a Federal-only community cloud. This allows the selection of the appropriate level of security for an application, while providing the flexibility of lower cost for lower security levels. Along with our Intel server virtual machines (VMs), IBM also offers a high-performance option using IBM Unix/Linux Power Systems server VMs to improve the performance of applications such as SAP, GIS that perform better on higher speed cores.

In addition to compute hosting, the contract offers three types of Storage Area Network (SAN) storage, as well as offsite tape library services. Data transport services are included with VMs, up to specified thresholds; network transport exceeding these thresholds will be billable on a per-GB basis. Database hosting for Interior’s commonly-used databases, web hosting, application hosting, and metering and reporting are also available. Secure file transfer services utilize IBM’s Quickfile ad hoc capability based on our Sterling’s Connect:Direct technology.

## Security

IBM is a leader in the field of information security, and has developed a security framework that integrates industry best practices and lessons learned.

*IBM Integrated Security Methodology Framework  
Integrating Government and industry best security practices to protect DOI’s data.*



The IBM SmartCloud for Government, hosted at the IBM Federal Data Centers (FDCs) in Raleigh, NC and Boulder, CO, is a secure multi-tenant cloud for Federal agencies only. It is FISMA moderate compliant and ensures

that DOI data remain within the sole jurisdiction of the U.S. Government. The FDCs, which meet the Tier III data center classification, are 1695 miles apart and will serve as alternate sites for each other and provide better service to your western and Alaska locations.

*The IBM Boulder data center currently serves as the primary business continuity and disaster recovery site for the Department (Interior Business Center and other Bureaus) for mission critical applications. This alternate site processing facility is the ultimate option for ensuring the recoverability of core functions.*

The IBM Team can perform a thorough and detailed review of the Assessment & Authorization (A&A) documentation, DOI’s required security patches and standard operating procedures, and perform a full technical assessment of the operating environment. Once we have determined the baseline configuration of the DOI space in the cloud, we will incorporate DOI recommendations and establish a “to-be” environment that will operate fully within DOI systems security requirements.

The IBM FDC includes hosting of hardware and software; an integrated suite of systems management and monitoring tools; the consolidation of redundant functions; green technology; virtualization and cloud services technology; and a Content Delivery Network (CDN) for cached content to improve performance and reduce hardware requirements. It uses commercially available technology and IT processes that mitigate the risk of “lock-in” and disentanglement issues. We deliver services through proven skills and ITIL v3-aligned processes, practices, and tools.

## Team IBM

*IBM has assembled a strong team of industry leaders with intimate architectural and operational knowledge of DOI's mission and applications.*



IBM's team has been selected based on each company's experience with developing and maintaining mission applications at Interior. Our value proposition with the small businesses on the team is to leverage their knowledge of existing DOI applications, to migrate your applications to the cloud environment and to subsequently maintain and enhance the applications. All of our small business subcontractors are exclusive to Team IBM and have signed bi-lateral Teaming Agreements. IBM's small business team members will enable our program team to preserve the knowledge of your applications during the cloud transition, as well as into the future.

## Application Migration

There is much more to cloud application migration than simply provisioning some virtual machines (VMs). The business reasons for moving to the cloud must be understood and sufficient, and candidate applications must be examined for suitability. Some workloads are cloud-ready and will benefit greatly—and immediately—from a move to a cloud; others have deep dependencies on legacy data and applications, and may not be good candidates. The IBM team's ability to provide planning services along with cloud hosting, both to migrate/consolidate applications for infrastructure-as-a-service tasks, as well as developing and supporting platforms for platform-as-a-service tasks, will bring great benefit to Interior. The IBM Team advantage is based on three points: deep practice area experience with the software that DOI is using, experience of IBM and its partners in the DOI bureaus and offices, and mission application ownership of the IBM Team.

## Why the IBM Team?

- Unmatched expertise and experience with Interior's bureaus, offices, applications and operating procedures across the team members
- Significant small business participation
- Support (with professional services and software licensing) for all of the platform components requested by Interior in the solicitation
- Leading provider of IT managed services to the government with more than 100 years of experience delivering enterprise-class, innovative, reliable and secure mission critical solutions
- Recognized leader in cloud service and infrastructure for enterprises<sup>3</sup>
- Robust cloud built on enterprise class hardware and software; zero outages to date
- Government solutions delivered through a combination of industry leading hardware, software, service capabilities of IBM's Federal Data Centers, and adherence to industry and government standards-based processes (e.g., FIPS, NIST, ITIL, HSPD-12, PIV-2) resulting in compliant and reliable performance outcomes
- Full-service cloud provider with government specific solutions across the spectrum of cloud service layers; no other cloud service provider has such a complete portfolio across the entire stack from Infrastructure as a Service (IaaS) to Software as a Service (SaaS)

IBM's own use of cloud extends across the entire organization and has transformed the IBM business on multiple levels. Through consolidating more than 7100 servers we have already saved more than 20,000 MWh of energy, reduced physical network connections by 55%, reduced floor space by 48,000 square feet, and dramatically reduced software licenses by 93%. We run our business on the world's largest business analytics private cloud, used by more than 100,000 IBMers, and have migrated our Call Centers and our China development labs to a desktop cloud. All Tier 3 and 4 applications are moving to our IBM cloud, to further simplify operations. We will use the experience we gained and the processes that worked for our own transformation to assist DOI in your move to an agile cloud-based organization.

<sup>3</sup> Source: "BTC Logic Ranks: Top Ten Cloud Companies" BTC Logic, Q2 2010

## For more information

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