Delivering IT solutions that enable health protection and equity

Dell Services Federal Government provides critical IT services and solutions across the Centers for Disease Control and Prevention (CDC) with the CDC Information Management Services (CIMS) contract vehicle.

CDC CIMS is a multiple-award, Indefinite-Delivery, Indefinite-Quantity (IDIQ) contract vehicle with a $5 billion program ceiling and ten-year base (with four, two-year option periods). CDC CIMS encompasses the full range of IT solutions in support of the CDC’s 16,000-person workforce.

Dell Services Federal Government strategic IT services and solutions available under CDC CIMS

Dell Services Federal Government’s deep healthcare IT expertise empowers the CDC to meet the mission of real-time gathering of health information, developing analytic tools for scientists, and enhancing public health and community collaboration.

It Infrastructure Services include:
- Planning and design
- Installation and configuration
- Management and support of networks, servers, computers, telecommunications, conferencing services, and information security systems
- Data center operations
- Help desk services
- Cloud Computing

Information Management Services include:
- Planning, design, development, maintenance, engineering, integration, and retirement of information systems
- Collection, analysis, and management of data, information, and knowledge
- Health IT and public health informatics
- Graphics and web design
- Technical writing and editing
- Information security
- Project and program management support
- Business Intelligence

For two decades, Dell Services Federal Government has been delivering what counts for our federal customers. Get peace of mind in preparing your agency for the now, for the new, and for what’s next in IT services and solutions that support your mission.
Dell Services for the Federal Government...
Reduce complexity and lower costs with IT solutions developed and delivered specifically for the Federal Government. Take a look at what Dell Services for the Federal Government is doing to drive 21st century IT services and solutions to meet the mandates of your mission.

Applications Services
Choose from a full spectrum of discrete-to-complete Application Services for application rationalization, modernization or any other application need

Business Process Services
Reduce inefficiency, cut costs, and enhance agility by leveraging Dell’s expertise, leading automation technology, and global workforce

Consulting
Transform and finely tune your agency by implementing the right organizational change initiatives or technology projects to address your critical challenges

Infrastructure
Address your IT infrastructure challenges, boost productivity, and align your talent to high-value projects with Dell Services Federal Government’s automated, market-leading tools and government-dedicated, global workforce

Support Services
Easily adjust speed and type of support to address specific scenarios for every IT element, from users and devices to applications and data centers

...and here’s why
- End-to-end services portfolio
- ITIL v3-based processes and tools
- Many facilities maintain Tier 3 and 4 level services
- Certifications for ISO/IEC 9000, 20000, and 27000
- 41,000 employees globally
- Over 2.5 million desktops managed
- Dell IT Management SaaS has over 10,000 customers and manages more than 6 million mailboxes and devices
- 28 delivery hubs in North America, Europe, and Asia
- 60 expert tech support centers
- 5 global command centers
- Active in approximately 90 countries
- Surveys by Technology Business Research have ranked Dell Services #1 for customer satisfaction among corporate IT users for the 31st time in the past 39 reporting periods over almost 10 years

Transform your agency’s efficiency with technology tools and business processes that streamline operations, improve decision-making and meet your mission with an eye for the future.

Get more in-depth with Dell Services Federal Government. Contact us today at CDC.CIMS@federal.dell.com or visit Dell.com/federal.