



Federal Emergency Management Agency (FEMA) Centralized Operations & Maintenance, Management and IT (COMMIT)

FEMA COMMIT allows Dell Services Federal Government to be your ally in providing critical IT services to FEMA. Under this Indefinite-Delivery, Indefinite-Quantity (IDIQ) contract, we provide operations and maintenance services to support the IT systems you rely on to rapidly and confidently respond to crisis situations like natural disasters or acts of terrorism.

FEMA COMMIT supports the goals of modernizing FEMA's Information Technology Division; accelerating its ability to quickly field IT services supporting the systems used to manage the agency in areas such as:

- Emergency response efforts
- Public alert process
- Asset visibility
- Finances

...and other aspects of your mission.

Service categories

Dell Services Federal Government provides the following categories of services under this contract:

- **System Operations and Maintenance:** Maintenance, modification and configuration of software systems or components
- **System Sustainment:** Processes, procedures, people, material, and information
- **Network Operations Support:** Network operations monitoring and support, configuration management, teleconferencing support, capacity planning support, training, information and physical security
- **Hardware Installation, Maintenance and Operations Support:** Support for the installation and support of systems
- **Help and Service Desk Support**

For over two decades, Dell Services Federal Government has kept focus on what counts for our federal customers. Prepare your agency for the now, for the new, and for what's next in IT services 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 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. Dell Services Federal Government delivers with automated, market-leading tools and government-dedicated 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 FEMACOMMIT@federal.dell.com or visit Dell.com/federal.

Dell services delivers IT modernization for the Federal Government

- CIO 100 Award for creating value by innovating with technology (2009)
- Quality First: SEI CMMI Level 3; ISO 9001:2008, pioneer in ITIL Service Management, PMP-certified professionals
- Infrastructure Solution Services are over 70 percent of our business—it is who we are
- Proven experience in DHS, the U.S. intelligence community, and commercial clients aligning IT with mission needs
- 41,000 professionals worldwide, dedicated to meeting your mission

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HSFEHQ-09-D-0484

Award Date

15 April 2009

End Date

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