This Request for Information (RFI) posting continues an engagement strategy with industry partners related to the Internal Revenue Service (IRS) potential requirement for ecosystems, capabilities, and services of cloud computing. This RFI gathers information on the viability of cloud capabilities and service model; Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) and will support preparation and planning for a possible RFP. This is a RFI as defined in Federal Acquisition regulation (FAR) 15.201(e). In addition, the Federal Risk and Authorization Management Program, or FedRAMP, is a government-wide program that provides standardized approach to security assessments, authorization, and continuous monitoring for cloud solutions, products, and services. FedRAMP authorized Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) vendors are strongly encouraged to submit responses to this RFI.

**Please Note:** FedRAMP Authorized vendors that do not offer both Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) service model and capabilities are encouraged to respond. These cloud capabilities and services do not need to be bound within a single organizational entity. The IRS will not limit responses to only those vendors that offer both service models. Vendors that support either an IaaS or PaaS, or both, are encouraged to respond.

This is **NOT** a request for proposal (RFP), request for quotation (RFQ), or an invitation for bid (IFB), nor does its issuance obligate or restrict the IRS to an eventual acquisition approach. This RFI does not obligate the IRS to issue a solicitation. This RFI is being conducted solely for information and planning purposes and does not constitute a solicitation. Neither unsolicited proposals nor any other kinds of offers will be considered in response to this request or accepted by the IRS to form a binding contract. FedRAMP approved vendors that respond are solely responsible for all expenses associated with participating in this RFI. Acknowledgement of receipt of submitted items will not be made, nor will respondents be notified of the outcome of the information received. Marketing brochures will not be considered adequate information in response to this RFI.

### RFI Purpose

### The purpose of this RFI is to gather information for the IRS organization on potential cloud computing services and capabilities: Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). The IRS plans to implement cloud industry best practices to improve productivity, gain efficiencies, and realize cost savings in consideration of industry recommendations in the delivery of IaaS and PaaS capabilities. The IRS is specifically interested in finding out more on IaaS and PaaS and how your organization can help the IRS in leveraging these cloud capabilities in the IRS organization.

### How to Respond to this Request

General Services Administration (GSA) Federal Risk and Authorization Management Program (FedRAMP) authorized vendors of cloud capability IaaS and PaaS who wish to respond to this RFI should send responses via an e-mail (with the subject line “IRS RFI Cloud Response”) to [Richard.A.Hutchinson@irs.gov](mailto:email@irs.gov) no later than 5:00 PM on January 22, 2018. Please adhere to general formatting principles and ensure legibility of the response. All information submitted in response to this RFI is strictly voluntary. Please limit responses to a total page limit of twenty (20) pages limited to 8.5 x 11 inched paper. The font shall be Arial and no smaller than 10 pt with at a one-inch margin. Responses will be in a Microsoft Word compatible file or pdf.

Non-Narrative portions of submissions should be hosted for a period of at least 90 days from January 31, 2017 on a website managed by the vendor. Any URL(s) and login credentials, as needed, should be provided in the body of the email submission.

Submissions that require any form of additional authorization for access (e.g., downloadable software, sandbox environments, demo sites) should accommodate access for a minimum of 50 users.

Questions regarding this RFI should be submitted via e-mail no later than 5:00 PM on January 03, 2018. If answered, questions will be published through FBO.gov and GSA Ebuy.

**Please Note:** Narrative portions of **submissions** should be emailed as an attachment to [**Richard.A.Hutchinson@irs.gov**](mailto:Richard.A.Hutchinson@irs.gov)no later than January 22, 2018 by 5:00pm EST. The subject line of the email shall read**" IRS Cloud RFI Response."**

Based on industry response the IRS anticipates soliciting a comprehensive requirement in the future. Details will be published through the FBO.gov or GSA Ebuy.

**Disclaimer: THE IRS DOES NOT INTEND TO AWARD A CONTRACT ON THE BASIS OF THIS RFI OR REIMBURSE ANY COSTS ASSOCIATED WITH THE PREPARATION OF RESPONSES.**

This announcement is issued solely for information and planning purposes and does not constitute a solicitation. Proprietary information and trade secrets, if any, must be clearly marked on all materials. All information received that is marked Proprietary will be handled accordingly. Responses will not be returned nor will the IRS confirm receipt. Whatever information is provided will be used to assess tradeoffs and alternatives available for determining how to proceed in the acquisition process. In accordance with FAR 15.201(e), responses are not offers and cannot be accepted by the IRS to form a binding contract. All Government and Contractor personnel reviewing responses will have signed nondisclosure agreements and understand their responsibility for proper use and protection from unauthorized disclosure of proprietary information as described in 41 USC 423.

**Proprietary Data**: Proprietary information is not desired; however, if any is provided, it **MUST CLEARLY BE MARKED**. The Government shall not be liable for or suffer any consequential damages for any proprietary information not properly identified. All data received in response to this announcement marked or designated as corporate or proprietary information will be protected from release outside of the Government. Only unclassified responses will be accepted. Do not submit classified information.

## Overview of Federal Cloud First Initiative

Within the IRS organization, we seek to understand cloud capabilities Infrastructure as a Service (IaaS) and Platform as a Service (PaaS), as part of the U.S. Chief Information Officer (CIO) directive “A 25-Point Implementation Plan to Reform Federal IT management – Cloud First Policy.” This “Cloud First” policy is charged with optimizing the tools, functions, capabilities, security risk management, and products that can support multiple business process and architectures with the IRS IT enterprise. Cloud computing will also consolidate IT costs and deliver significant savings by minimizing redundancy in multiple IRS legacy Information Systems. Cloud capabilities and computing will provide the IRS a new operating model for managing and standardizing IaaS and PaaS (integration and approach) across the IRS. This CIO Cloud First initiative will be a multi‐year effort with services, models, and capabilities being introduced through a comprehensive phased release over many years.

Demonstrable RFI Guidelines

IRS encourages responders to demonstrate the appropriateness, value, and feasibility of proposed solutions in meeting desired outcomes outlined in the RFI. Submissions may incorporate non-narrative methods, including any or all of the following:

* Screenshots of solutions in production
* Fully operational sandbox environment with sample data
* Video-based demonstrations of solutions
* Sample software
* Case studies and references
* Sample output reports including leave and earning statements

Effective responses will consider the unique context of cloud services, including process, policy, technology, data, and security. IRS may invite vendors to engage in further discussions.

This RFI is a critical step in acquiring cloud services, the RFI solicits information solely for market research purposes. As such, it does not constitute a Request for Proposal (RFP) or commitment to issue an RFP by IRS; nor is IRS accepting offers at this time.

**Questions for Industry Response**

Responses to this RFI shall be in the form of a capabilities white paper submission and demonstration/sandbox environment/sample software, which will enhance the IRS knowledge of market capabilities, potential sources, and assist the IRS in the development of future acquisition strategies. At a minimum, interested respondents are requested to submit the following information:

Please directly respond to the below questions.

1. Provide your company information to include: (1) Name and address of respondent (Corporate/principal Office); (2) Name, telephone and email of Point of Contact.

1. Indicate your company’s business size, socio-economic status, and current cloud presence.
2. Describe your company’s capabilities and include any current corporate experience (within the last 3 years) in performing the scope of the IaaS and PaaS under a Federal FedRAMP contract. State whether your company acted as the prime or subcontractor, or a member under a GSA Contractor Team Agreement; an integrator or broker; and a brief description of how the referenced contract relates to this effort. The purpose is to understand the prime’s management infrastructure, capacity to procure and manage a level of effort which may include, but is not limited to, team arrangements, joint ventures, etc., that correspond to the technical tasking, relevant experience, and past performance.
3. Describe any potential risks your company sees with the FedRAMP required performance requirements.
4. If there are any dependencies or technical challenges associated with seamlessly moving an application or system from one Cloud Service Provider (CSP) to another, describe them and discuss solutions to enable the desired seamless movement.
5. Identify the CSPs that possess FedRAMP and DoD Provisional Authority (PA) that your company currently has business relationships with, and delineate which CSOs are available from those CSPs, and at what ILs.
6. Describe any Terms of Service (TOS) / Service Level Agreements (SLAs) that have been implemented by Federal or DoD agencies with respect to commercial services that would be offered. If the pricing, commercial catalog, rate card, or TOS / SLAs are available for IRS review on a publicly accessible site, provide applicable site address and information.
7. Currently, many CSPs have Terms of Service (TOS) agreements that may contain clauses that the IRS cannot accept because they are inconsistent with Federal laws, regulations, and/or internal policies. Describe any challenges with the requirement to negotiate the CSP’s commercially published TOS to meet the IRS security risk management requirements.

.

1. Describe how your company uses industry best practice pricing and payment models (e.g., payment for the price of actual services consumed, per GB for storage, per server, etc.) based upon a current published catalog or market pricing and web enabled price calculators. Does your company have any alternate recommended pricing model(s)? If so, provide both pros and cons to your recommendation(s)?
2. In light of different MSPs’ pricing cloud services from CSPs differently, how would you recommend the Government establish CLINs for consuming cloud services that enable the Government to evaluate like pricing?

1. How have other Government contracts assured compliance with the Anti-Deficiency Act when procuring “on demand” IaaS and PaaS that is consumed at the discretion of Government users?
2. Please describe your hybrid and/or community cloud IaaS and PaaS capabilities.
3. What kind of customer processes or behaviors have you found essential to enable the optimization of using cloud infrastructure?
4. Please describe what are the key factors to security information in an enterprise cloud infrastructure? What are the primary risks to mitigate in this environment?
5. Please describe how your offerings provide for sharing of data across network boundaries, including up classification levels and outside of your IaaS/PaaS services (across other cloud provider’s environments)?

**License Agreements**

Responders shall submit all License Agreement(s) associated with the responding software and services (and how it relates to pricing). The License Agreement(s) shall be compliant with the terms and conditions set forth in the GSAM 552.212-4 (Alternate II) (FAR Deviation) (Nov 2009). Please address if the IRS would be able to contract for and manage licenses for a single system.

**Industry Discussions**

The IRS representatives may or may not choose to meet with potential offerors. Such discussions would only be intended to get further clarification of potential capability to meet the requirements, especially any development and certification risks.

**Summary**

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide Cloud Services. The information provided in the RFI is subject to change and is not binding on the Government. The IRS has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become Government property and will not be returned.