****

**CLOUDSTORE**

**CALL FOR PARTICIPATION**

**GVT(CFP)-3**

**CLOUDSTORE APPLICATION FORM**

**FOR OPEN CATEGORY SERVICE OFFERING**

|  |  |  |
| --- | --- | --- |
| **SUBMITTED BY** | |  |
| **Company:** |  |  |
| **Date of application:** |  |  |
|  |  |  |

To be filled up by Company

Version 1.0, Apr 2017

Government Technology Agency

10 Pasir Panjang Road #10-01 Mapletree Business City Singapore 117438

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| HOW TO USE THIS APPLICATION FORM |

This CloudStore application form is to be used for the Open Category

# Definitions

For the purposes of this CloudStore application form, the following definitions apply:

1. The meaning and definition of terms in this CloudStore application form shall be the same as those found in the Glossary of Key Terms and Abbreviations in the CloudStore Terms and Conditions.
2. In addition, the term “Company” in the CloudStore application forms refers to either a Participant or Qualified Provider, as applicable.

# What Is To Be Submitted

The Participant is required to submit the CloudStore Application form. A complete CloudStore Application shall be submitted via email to CloudStore@tech.gov.sg.

The Company shall NOT modify the format of the application form but can duplicate sections or rows as required and expand writing space where necessary.

**The Company shall note that Service Offering information shall be available to anyone who accesses the CloudStore portal over the internet.**

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| PARTICIPANT INFORMATION |

# Company Information

The Company shall provide all information below:

| **Company Particulars** | | |
| --- | --- | --- |
| **Name of Company:** | |  |
| **Business Registration No:** | |  |
| **Registered Address:** | |  |
| **Mailing Address**  **(if different from above):** | |  |
| **Country of Incorporation and Registration Number[[1]](#footnote-1):** | |  |
| **Year of Establishment:** | |  |
| **Nature of Establishment:** | |  |
| **Area of Specialisation / Key Business Activities:** | |  |
| **Company Internet Website (if any):** | |  |
|  | |  |
| **GST, GeBIZ & EPPU[[2]](#footnote-2)** | | |
| **GST Registration ID:** |  | |
| **GeBIZ Registration:** |  | |
| **EPPU Registration:** |  | |
| **Supply Category:** |  | |
| **Financial Category:** |  | |
| **Expiry:** |  | |
|  |  | |

| **Principal Activities and Interests of the Company** | | | | |
| --- | --- | --- | --- | --- |
|  | | | | |
| **Principals, Partners and Directors** | | | | |
| **No** | **Name** | **Designation** | **Nationality** | **NRIC/Passport No.** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Persons Empowered to Act for the Company** | | | | |
| **No.** | **Name** | **Designation** | **Nationality** | **NRIC / Passport No.** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# Contact Information

|  |  |  |
| --- | --- | --- |
| **Name of contact person:** |  |  |
| **Company:** |  |  |
| **Designation:** |  |  |
| **Email:** |  |  |
| **Contact Telephone:** |  |  |
| **Fax:** |  |  |
|  |  |  |

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| SERVICE OFFERING INFORMATION |

The Company shall fill up this form separately for each Service Offering to be submitted for CloudStore Qualification.

|  |  |  |
| --- | --- | --- |
| **Date of Submission:** |  |  |
|  |  |  |

# Service Offering General Information

The Company shall indicate the name of the Service Offering for this submission:

## Service Offering To Be Qualified

|  |  |  |
| --- | --- | --- |
| **Name of Offering:** | IBM Bluemix |  |
| **1st Launch Date:** | June 30 2014 |  |
| **Current Version:** | Not Applicable |  |
| **When this version was launched:** | Not Application |  |
| **Any Other Info About the Version:** | IBM Bluemix provides an open standards based cloud platform and key platform APIs to enable rapid assembly of the next generation of interactive applications |  |
|  |  |  |

# Service Offering Track Record

## Customer Base

The Company shall provide information about the number of paying customers using the Service Offering as of the date of this submission.

@Chin Hui @Abe Please fill this section

## Customer References

The Company shall provide at least 1 customer reference in the following format below:

|  |  |
| --- | --- |
| Customer Name: |  |
| Contact Person(s): |  |
| Contact No. & Email: |  |
| Nature of Customer’s Business |  |
| Project Description highlighting areas which are relevant to this application: | *(Please provide clear description of the project that includes the project objectives, outcomes and any challenges faced during the project.)* |
| Total Contract Value: |  |
| Nature of Company’s involvement and major deliverables: |  |
| Contract Period: |  |
| Current Status: |  |

@Chin Hui @Abe Please fill this section

# Service Offering Technical Information

The Company shall answer all the questions listed in this Section. The Company shall note that the information (or lack of it) may impact whether a potential Government agency/statutory board customer has sufficient information when reviewing the Qualified Service Offering on CloudStore. Therefore, the Company is encouraged to provide information that is complete, concise and accurate.

## Functionality

Please provide information about the Service Offering on (there is no prescribed format for this section. The Company shall note that information provided shall be available to anyone who accesses the CloudStore Portal over the Internet):

* + 1. Service Functionality

Response:

Bluemix is a Platform as a Service (PaaS) offering with IBM software tools and middleware, open source code, third-party services and an underlying infrastructure powered by IBM Softlayer servers.

Developers can rapidly deploy and scale their applications with configurable infrastructure services from IBM Bluemix Infrastructure services.

**Move easily from idea to code**

Through an abstraction of the infrastructure layer, Bluemix developers can spend their time focusing on the application, and the features and functions within it, and not concern themselves with the management of the underlying infrastructure and middleware.

Developers can utilize included runtimes, or bring their own, as well as take advantage of a growing catalog of IBM, third-party, and open source tools and services. Bluemix also features pre-configured, combined sets of services so developers can quickly get started with things like mobile or Internet-of-Things-based applications.

**Extend existing investments and infrastructure**

One of the biggest opportunities the cloud presents is the ability to pull data out of existing, heterogeneous, on-premise environments, and use that data in modern, customer-facing, cloud and mobile applications.

IBM has a long history in application integration and API management. With Bluemix, developers can leverage these services, such as cloud integration, to connect their new applications to existing systems of record.

**Scale not only an application and innovate**

IBM has helped organizations to operate at scale. When it comes to scaling the application itself, Bluemix is built on IBM Bluemix Infrastructure (formerly SoftLayer) servers. Bluemix IaaS not only provides developers with high-performance, bare metal infrastructure, but also the private fiber network that exists between IBM data centers.

To help organizations innovate at scale, Bluemix features services and APIs from across the entire IBM software portfolio, inclusive of security, big data, analytics, devops, mobile and more. With these services, organizations can imbed leading, security and governance controls into the application; create analytics dashboards to understand performance and utilization; design for mobile; and, ultimately, successfully manage the software development life-cycle across planning, development and test, deployment, and operation.

* + 1. Please provide possible use cases of the Service Offering by the public sector customer.

Response:

1. Internet facing web application
2. Internet of Things Applications
3. Citizen facing Cognitive Applications like Chatbot
4. Data Analytics applications

## Service Definition

Service Catalogue and Pricing

* + 1. Please provide information about the Service Catalogue and Pricing. The information should include the configuration of the service packages offered, service requests included as part of the subscription, service requests provided on demand; man rates for professional services and the pricing assumptions.

Response:

Bluemix Catalog : <https://console.bluemix.net/catalog/>

Bluemix Pricing : <https://www.ibm.com/cloud-computing/bluemix/pricing>

@Abe @Chin Hui Please check

Service Assurance

* + 1. Please provide information about service assurance commitments e.g. service availability, response times, incident resolution times etc.

Response:

Bluemix Service Level document:

* + 1. Please describe how the customer can monitor the performance of the Service in fulfilling service assurance commitments?

Response:

Overall Platform can be monitored using the status link

<https://console.bluemix.net/status?tags=platform,runtimes,services,ibm:yp:au-syd,ibm:yp:us-south&env_id=ibm:yp:us-south>

Application level monitoring capabilities are built into the Bluemix Cloudfoundry Platform

## Hosting Environment

* + 1. Please describe the hosting model and hosting environment of the Service.

Response:

* IBM Bluemix is Public Platform as a Service. The service is hosted on IBM Datacentres in US, Sydney , Germany and UK.

## Service Management and Support Teams

## 

Professional Services

* + 1. Please indicate if Professional Services from the Company is/may be required during the lifecycle of the Service Offering (excluding on-boarding and start-up) e.g. add new users, add new forms, add new reports etc. Please ensure the corresponding items are provided in the Service Catalogue and Pricing.

Response:

* No professional services is required for add new users in Bluemix , adding new reports etc.
  + 1. Can the customer engage another vendor to provide the Professional Services instead of engaging the Company?

Response:

* Not Applicable continuing from 7.4.1
* Note: Since Bluemix is a development and deployment platform , customers can develop build and deploy application on Bluemix Platform either by using their own development teams or employ another vendor.

Customer Service Support

* + 1. Please describe the Customer Service Support in place to support customers. Please indicate the operating hours, modes of contact and the service levels.

Response:



Incident and Problem Management

* + 1. Please describe the incident and problem management processes and procedures in place to support customers.

Response:

## 





Maintenance and Upgrades

* + 1. Please describe the maintenance and upgrades carried out on the service platform, the maintenance windows and indicate those that will have down-time impact on the customer.

Response:

* As per Bluemix Service Level Agreement attached. 
  + 1. Please state the notification time (in days/months) given to customers about scheduled down-time for maintenance.

Response:

* As per Bluemix Service Level Agreement attached.
  + 1. Please state if advance advice and guidance is provided to customers about impact assessment for any platform upgrade.

Response:

* As per Bluemix Service Level Agreement attached
  + 1. Please provide the organisation and current staffing levels of the support team.

Response:

* @Abe @Chin Hui
  + 1. If the support team is not based in Singapore, please describe how support is available to customers in Singapore.

Response:

* Described in Bluemix Service Level Agreement and SaaS Support Handbook

## Security

Please describe the security setup within your company in the following areas.

Response:



As per the Bluemix Service Description document attached:

* This Cloud Service follows IBM’s data security and privacy principles for IBM SaaS which are available at https://www.ibm.com/cloud/resourcecenter/content/80 and any additional terms provided in this section. Any change to IBM’s data security and privacy principals will not degrade the security of the Cloud Service.
* The Cloud Service does not have any regulatory compliance certifications at this time.
* IBM Security Document is attached which address some of the queries in 7.5.1 to 7.5.11
  + 1. Security Management (e.g. Certifications & policies/processes in place)

Response:

The list of IBM Cloud Certifications are documented here: <https://www.ibm.com/cloud-computing/bluemix/compliance>

[FedRAMP](https://www.ibm.com/cloud-computing/bluemix/compliance#fedramp)  
[FISMA](https://www.ibm.com/cloud-computing/bluemix/compliance#fisma)   
[MTCS](https://www.ibm.com/cloud-computing/bluemix/compliance#mtcs)  
[FFIEC](https://www.ibm.com/cloud-computing/bluemix/compliance#ffiec)  
[SOC Reports](https://www.ibm.com/cloud-computing/bluemix/compliance#soc)   
[ISO 27001](https://www.ibm.com/cloud-computing/bluemix/compliance#iso27001)   
[ISO/IEC 27001:2013](https://www.ibm.com/cloud-computing/bluemix/compliance#isoiec)  
[ISO 27017](https://www.ibm.com/cloud-computing/bluemix/compliance#iso27017)   
[ISO 27018](https://www.ibm.com/cloud-computing/bluemix/compliance#iso27018)   
[Cloud Security Alliance](https://www.ibm.com/cloud-computing/bluemix/compliance#csa)   
[PCI Compliance](https://www.ibm.com/cloud-computing/bluemix/compliance#pci)   
[HIPAA](https://www.ibm.com/cloud-computing/bluemix/compliance#hipaa)   
[CJIS Standards](https://www.ibm.com/cloud-computing/bluemix/compliance#cjis)  
[EU Model Clauses](https://www.ibm.com/cloud-computing/bluemix/compliance#eu)   
[Privacy Shield](https://www.ibm.com/cloud-computing/bluemix/compliance#privacy)  
[IBM ISO Management System Certifications](https://www.ibm.com/cloud-computing/bluemix/compliance#ibmiso)

* + 1. Risk and Change Management (e.g. Certifications of personnel, processes in place)

Response:

**Service Organization Controls (SOC)** reports define the evaluation of the leading internal control practices that relate to security, availability, processing integrity, confidentiality, and privacy at a service organization. The reports that are generated by using the American Institute of Certified Public Accountants (AICPA) Guide include the following items:

* Organization oversight
* Vendor management program
* Internal corporate governance and risk management processes
* Regulatory oversight

Bluemix provides SOC 1, SOC 2, and SOC 3 reports

* + 1. Sensitive/Classified Information Handling (e.g. Processes in place, are they subject to any country’s laws)

Response:

Access to client data, including personal data, is allowed only by authorized personnel. This is strictly controlled under identity and access management policies, and is monitored in accordance with IBM’s internal privileged user monitoring and auditing program.

IBM is aligned with industry and country requirements and IBM is continuously monitoring for updates. When applicable, IBM use your contact information according to IBM's Privacy Policy, the IBM Software Products and SaaS Privacy Statement, the terms and conditions of your SaaS offering, and as needed to provide support and keep you informed on updates related to your services.

* + 1. Authentication and Access Control

Response:

Authentication: Application developers are authenticated to Bluemix by using the IBM web identity. For Bluemix Dedicated and Local, authentication through LDAP is supported by default. On request, authentication through IBM web identity can be set up instead for Bluemix.

Authorization: Bluemix uses Cloud Foundry mechanisms to ensure that each application developer has access only to the applications and service instances that they created. Authorization to Bluemix services is based on OAuth. Access to all Bluemix Platform internal endpoints are restricted to external users.

* + 1. System Security (e.g. security controls in place)

Response:

Operational security

Bluemix provides a robust operational security environment with the following controls.

Vulnerability scan

Bluemix uses the Tenable Network Security vulnerability scanning tool, Nessus, to detect any issues with network and host configurations so that the issues can be resolved.

Automated fix management

Bluemix administrators ensure that fixes for operating systems are applied at appropriate frequencies. Automated fixes are enabled by using IBM Endpoint Manager.

Audit log consolidation and analysis

Bluemix uses the IBMSecurity QRadar® tools to consolidate Linux logs to monitor privileged access on Linux systems. Bluemix also uses IBM QRadar security information and event management (SIEM) to monitor successful and unsuccessful login attempts of application developers.

User access management

Within Bluemix, Separation of Duties guidelines are followed to assign granular access privileges to users, and to ensure that users have only the access that is required to perform their jobs according to the principle of least privilege. Within Bluemix Dedicated and Local environments, assigned administrators can manage roles and permissions for Bluemix users in their organization by using the Admin Console. See [Managing Bluemix](https://console.bluemix.net/docs/admin/adminpublic.html#mng) for details.

* + 1. Encryption and Key Management (or other secure storage mechanisms)

Response:

## Data security

With Bluemix, securing your data against unauthorized access is a joint effort between Bluemix and you.

Data that is associated with a running application can be in one of three states: data-in-transit, data-at-rest, and data-in-use.

Data-in-transit

Data that is being transferred between nodes on a network.

Data-at-rest

Data that is stored.

Data-in-use

Data that is not currently stored, and is being acted upon at an endpoint.

Each type of data needs to be considered when you plan for data security.

The Bluemix platform secures data-in-transit by securing the end-user access to the application by using SSL, through the network until the data reaches IBM DataPower Gateway at the boundary of the Bluemix internal network. IBM DataPower Gateway acts as a reverse proxy and provides SSL termination. From there to the application IPSEC is used to secure the data as it travels from the IBM DataPower Gateway to the application.

Security for both data-in-use and data-at-rest is your responsibility as you develop your application. You can take advantage of several data-related services available in the Bluemix Catalog to help with these concerns

* + 1. Network and Communication Security

Response:

The Bluemix environment on Bluemix® Infrastructure (SoftLayer) is compliant with the most restrictive IBM information technology (IT) security standards, which meet or exceed the industry standards. These standards include the following: Network, data encryption, and access control

* Application ACLs, permissions, and penetration testing
* Identification, authentication, and authorization
* Information and data protection
* Service integrity and availability
* Vulnerability and fix management
* Denial of service and systematic attacks detection
* Security incident response
  + 1. Application Security

Response:

As an application developer, you must enable the security configurations, including application data protection, for your applications that run on Bluemix.

You can use security capabilities that are provided by several Bluemix services to secure your applications. All Bluemix services that are produced by IBM follow IBM secure engin **SSO service**

IBM Single Sign On for Bluemix is a policy-based authentication service that provides an easy to embed single sign-on capability for Node.js or Liberty for Java™ applications. To enable an application developer to embed single sign-on capability into an application, the administrator creates service instances and adds identity sources.

The Single Sign On service supports several identity sources where your users' credentials are stored:

SAML Enterprise

A user registry with an exchange of SAML tokens that completes the authentication.

Cloud Directory

A user registry that is hosted in IBM Cloud.

Social identity sources

The user registries that are maintained by Google, Facebook, and LinkedIn.

For more information, see [Getting started with Single Sign On](https://console.bluemix.net/docs/services/SingleSignOn/index.html).

**Application Security on Cloud**

This service provides a security analysis of mobile and web apps, and it allows you to scan source code for security vulnerabilities. For more information, see [Getting started with Application Security on Cloud](https://console.bluemix.net/docs/services/ApplicationSecurityonCloud/index.html)

* + 1. Security Monitoring and Logging

Response:

Logs are crucial to understanding how their application is being used. Logs are important for understanding when errors happen in an application as well. If you do not have the logs for an application you, can not go back in time to figure out what went wrong in your application. Additionally logs are important for security and audit reasons as well and need to be stored for those types of situations.

Bluemix has three different types of logging mechanisms built in:

* Bluemix UI
* Cloud Foundry Command Line Interface (CLI)
* External logging
  + 1. Security Review and Audit (e.g. scope, frequency)

Response:

IBM trained personnel comply with established Business Conduct Guidelines and monitor global incident processes 24/7/365. User access is managed with a policy-based authentication service, providing an easy to embed single sign-on capability for Node.js or Liberty for Java™ apps.

* Operational security is enforced by state-of-the-art scanning and intrusion detection
* Regular audits verify that operational security meets controls
* App security scanning services for web and mobile apps are delivered across both static (white box) and dynamic (black box) testing
* Data center and server exposure to outside threats is minimized with three distinct and redundant architectures
  + 1. Security Incident Management (e.g. handling and escalation processes)

Response:

Bluemix ensures security readiness by adhering to security policies that are driven by best practices in IBM for systems, networking, and secure engineering. These policies include practices such as source code scanning, dynamic scanning, threat modeling, and penetration testing. Bluemix follows the IBM Product Security Incident Response Team (PSIRT) process for security incident management. See the [IBM Security Vulnerability Management (PSIRT)](http://www-03.ibm.com/security/secure-engineering/process.html) site for details.

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| OTHER INFORMATION |

The Company can provide any other information about the Service Offering in this Section.

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| DECLARATION OF SUBMISSION |

A scanned copy of this Declaration (printed out and duly signed) shall be submitted.

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| --- |
| **Company Name (“We”):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   1. We confirm that we have obtained, read, understood and agree to be bound by the following (“Terms and Conditions”):   a. Call for Participation Reference GVT(CFP)-3;  b. Call for Participation - Instructions to Participants;  c. CloudStore Terms and Conditions;  d. CloudStore Guidelines  2. By making this submission, We undertake to comply with these Terms and Conditions, and represent and warrant that all information contained in any application form and all  supporting documents and materials are true, accurate, up-to-date and complete.  3. We allow GovTech or the customer to verify our claims and submissions in response to the CFP.  4. GovTech is permitted to make direct enquiries and references to any person, firm or public official organisation named in the submissions to verify the information submitted herein or regarding the competence and general reputation of my organisation.  5. Our submission is valid for six (6) calendar months from the date of this CloudStore  Application as indicated below. For avoidance of any doubt, any extension by GovTech  for one or more periods is in addition to and not inclusive of these six (6) calendar months.  6. We agree that as and when requested by GovTech we shall extend the validity of this submission for one or more periods not exceeding a total of 3 months in the event more time is required for evaluation of this Application.  **Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Designation:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Company Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  The signatory should be the Chief Executive Officer, Managing Director or equivalent in the Company. |

1. Please attach Registration Certificate. [↑](#footnote-ref-1)
2. Please see Instructions to Participants on Eligibility requirements regarding GeBIZ and EPPU. [↑](#footnote-ref-2)