

VMWare: HHS-wide ELA



Description

Under the HHS VMware Enterprise License, HHS customers have access to all VMware products (Fed-ramped), professional services, and 24/7 Customer Support. OpDivs have their own user portal access and autonomy over the use of their licenses. HHS Customers can request new licenses, trade licenses, and decommission licenses throughout the contract period of performance.

How This Service Supports HHS's Mission

The VMware ELA established under the GSA BPA 47QTC-19-A-0001, allows HHS to centrally track and coordinate VMware licensing throughout the agency at a substantial discount from the GSA list price. This ELA provides a larger inventory of products to HHS customers at a better price and enables OPDivs to modernize their IT Portfolios.

What We Do

HHS OCIO Vendor Management Office (VMO) provides support for the purchase of licenses on the VMware ELA.

Price/Rate Information

Cost varies by license type

New licenses purchases by HHS Customers purchases are billed quarterly according to the terms of their SLA with the Service Supply Fund.

Service Hours/Service Level Agreements

VMWare products and support services are available 24/7/365.

Factors That Could Affect Cost or Service Delivery

Failure to adhere to the procurement process (see How to Order) could result in service delays.

Related Services

Customer's Role in Ensuring Success

HHS Customers should have a yearly acquisition plan in place for modernizing or adjusting their VMware assets to minimize orders.

Point of Contact

HHS OCIO Vendor Management Office (VMO)
HHS-VMO@HHS.gov

HOW TO ORDER

All HHS OPDivs are able to begin an order through [ServiceNow via this direct link](#).

The HHS-VMO will respond to requests for renewals and new licenses.

1. VMO check the license inventory and available funds for the HHS customer and then coordinate deployment of available products.
2. If the licenses are not in inventory a quote will be requested from the re-seller.
3. VMO and Customer will review the Quote from the re-seller
4. Order will be placed by the OCIO's PSC servicing CO. *

**If an IAA is needed (generally for HHS Customers outside of OS OCIO Servicing pool) then the IAA will be created and circulated for approval before PSC orders can be place*