

**Department of the Navy Cisco  
Global Enterprise Modernization Software and Support  
(GEMSS) Contract Overview (Updated: Dec 2023)**

<b>Navy Contract Number:</b>	NNG15SC55B
<b>Navy Task Order Number:</b>	HC1084-21F-0164
<b>Cisco Contract Number:</b>	204215489
<b>Cisco Web Order Number:</b>	DNA: 90014852
<b>Contract Period of Performance</b>	Base - 21-JUN-2021 TO 20-JUN-2022 OY 1 - 21-JUN-2022 TO 20-JUN-2023 OY 2 - 21-JUN-2023 TO 20-JUN-2024 OY 3 - 21-JUN-2024 TO 23-APR-2025 OY 4 - 24-APR-2025 TO 23-APR-2026
<b>Prime Award Name:</b>	World Wide Technology
<b>Previous Contract and Task Order Number:</b>	HC108419D0004

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### Contract Scope

Task #	Deliverable Name	Deliverable Background	Contract Notes
1	<b>Cisco DNA Advantage for Software Defined-Wire Area Network (SD-WAN) and Routing</b>	SD-WAN DNA Advantage is a software subscription <a href="#">LINK</a>	100% Navy coverage of all Enterprise Network Routers with software subscription licenses and support. * <i>NOTE: This does not cover Cisco Data Center Switches/Routers</i>
1	<b>Cisco DNA Advantage for Switching</b>	Switching DNA Advantage is a software subscription <a href="#">LINK</a>	100% Navy coverage of all Enterprise Networking Switches with software subscription licenses and support. * <i>NOTE: This does not cover Cisco Data Center Switches/Routers</i>
1	<b>Cisco DNA Advantage for Wireless</b>	Wireless DNA Advantage is a software subscription <a href="#">LINK</a>	100% Navy coverage of all Cisco wireless devices.
2	<b>Cisco Workspace for Government</b>	Secure Web Portal - Cisco Remote Information Technology (IT) Asset Management Portal	This is a future capability that will be provided via the GEMSS contract. As this capability is established there is ATO, accreditation development steps that have to continue to take place. The intention is for Cisco Workspace for Government to provide: Software Integrity, License Management, Document Posting, Access to Software, Secure Role Based Access, with 99.99% availability.

3	<b>Cisco SmartNet Total Care (SNTC)</b>	SNTC Provides Hardware Support Coverage <a href="#">LINK</a>	100% Navy coverage of all valid Cisco Hardware across the Navy Global Enterprise. Next business day hardware replacement for Cisco branded equipment. Continuous maintenance and technical support. Unlimited UNCLASS level support for technical issues, troubleshooting and return material authorization.
3	<b>Cisco Software Support Services (SWSS)</b>	SWSS Provides Annual Software Support for legacy perpetual software licenses <a href="#">LINK</a>	100% Navy coverage of all valid legacy perpetual Cisco Software in the Global Navy Enterprise install base. *
4	<b>Severity &amp; Support Response Time for SNTC</b>	SLAs for Severity 1 (S1) – Severity 4 (S4) <a href="#">LINK</a>	100% Navy Coverage of all valid Cisco Hardware across the Navy Global Enterprise. Response time SLA commits to a 15-minute response time for S1 & S2 and 60 minutes for S3 & S4. Restoration SLA commits to 4 or 8 hours for S1 & S2 and next business day for S3 & S4.
5	<b>Cisco Advanced Services Full Time Resources Onsite</b>	Cisco Advanced Services Onsite Full Time Support located around the globe	<p>Four Cisco Advanced Services engineers. One assigned to each of the following CONUS areas:</p> <p>Washington, DC region</p> <p>Norfolk, VA region</p> <p>Charleston, SC region</p> <p>San Diego, CA region</p>

6	<b>Quarterly Contract Reviews</b>	The purpose of the quarterly contract reviews is for the WWT/Cisco/GOV team to review progress and level of effort.	Quarterly contract reviews with the Government to ensure that expectations are being met. In addition, 60-days prior to the anniversary of the contract execution, contractor and the Government will review the Levels of Effort, and requirements and if required, make adjustments based on these criteria prior to execution of the option year. Adjustments requested or required outside the annual review may be considered a material change in the scope.
7	<b>Cisco High Touch Operations Management (HTOM)</b>	The purpose of the High Touch Operations Manager is to ensure the optimal alignment and delivered value	A single point of contact for case prioritization and support of open Cisco service requests; monitoring of all return material authorizations (RMAs); and coordination of Cisco



		of Cisco's services to customer's needs and requirements. The role directly supports the Services Delivery Manager and directly supports and interfaces with the customer executives and management teams	support organizations, escalation process, and customer resources for service request. As the "single point of entry" the HTOM will be responsible for assisting the customer, addressing, researching, resolving, and responding on any issues relating to licensing.
8	<b>Cisco High Touch Technical Services (HTTS)</b>	The Cisco High-Touch Technical Support Service is a premium service. It gives you priority access to a designated team of Cisco support engineers, 24 hours a day, seven days a week. This team is exceptionally skilled at responding to the critical business needs of high-profile organizations and is available only through Cisco.	Navy classified support where necessary for equipment covered by the EA bundle. HTTS will provide reactive support by cleared and Cisco certified technical engineers, 8am-8pm Eastern Time full support; overnight on-call availability. This support shall include access to Cisco IOS updates, the ability to transfer data, and the ability to communicate at network security levels using Government furnished equipment (GFE).
9	<b>Asset Management</b>	Assistance to the Navy with Asset Management for GEMSS program.	The asset management team (WWT/Cisco) will work with the government to track and manage Cisco hardware, software, licenses.
10	<b>Asset Management Reporting</b>	Asset Management reviews and reporting that enable the Government to track and monitor assets on their network.	The asset management team (WWT/Cisco) will provide quarterly Asset Management reviews where WWT/Cisco provide recommendations for asset and contract lifecycle management and improvement. The asset management team will provide an asset management tool that will enable the Government to track and monitor their assets.

*\*To qualify as a covered Product under the EA bundle, all Cisco Products must have been purchased from authorized Cisco Partners, and the Government must have ownership, property book and O&M responsibility. Parts must be traceable to a valid Cisco Deal ID/Sales Order number.*

*\*Any Cisco Products purchased for USMC, Navy Next Generation Enterprise Network (Navy NGEN), OCONUS Navy Enterprise Network (ONE-Net), Consolidated Afloat Networks and Enterprise Services (CANES), Automated Digital Network System (ADNS), Naval Special Warfare Development Group (NSWDG) and US Navy Bureau of Medicine and Surgery (BUMED), not covered by the EA bundle, are not eligible for support coverage under this EA bundle unless added by mutually agreed upon modification.*

