

**Department of the Army Cisco
Global Enterprise Modernization Software and Support (GEMSS)
Contract Overview (Updated: August 2021)**

Army Contract Number:	NNG15SC55B
Army Task Order Number:	HC1084-21-F-0175
Cisco Contract Number:	204233836
Cisco Web Order Number:	Voice & Video: 87666760 Security: 87667719 DNA: 90065909
Contract Period of Performance	Base - 29-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
Prime Award Name:	World Wide Technology
Previous Contract and Task Order Number:	HC108419D0004

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Contract Scope

Task #	Deliverable Name	Deliverable Background	Contract Notes
1	Cisco DNA Advantage for Software Defined-Wire Area Network (SD-WAN) and Routing	SD-WAN DNA Advantage is a software subscription LINK	100% Army 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	Cisco DNA Advantage for Switching	Switching DNA Advantage is a software subscription LINK	100% Army 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	Cisco DNA Advantage for Wireless	Wireless DNA Advantage is a software subscription LINK	100% Army coverage of all Cisco wireless devices.
2	Cisco Workspace for Government	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	Cisco SmartNet Total Care (SNTC)	SNTC Provides Hardware Support Coverage LINK	100% Army coverage of all valid Cisco Hardware across the Army Global Enterprise. with 4-hour replacement for up to a Government identified (by serial number & location) 10% of the install base list for equipment available within a 4-hour delivery radius of a Cisco Depot.*
3	Cisco Software Support Services (SWSS)	SWSS Provides Annual Software Support for legacy perpetual software licenses LINK	100% Army coverage of all valid legacy perpetual Cisco Software in the Global Army Enterprise install base. *
4	Severity & Support Response Time for SNTC	SLAs for Severity 1 (S1) – Severity 4 (S4) LINK	100% Army Coverage of all valid Cisco Hardware across the Army 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	Cisco Advanced Services Full Time Resources Onsite	Cisco Advanced Services Onsite Full Time Support located around the globe	<p>NOTE: These are tentative locations that will be adjusted after contract award review</p> <p>One (1) Advanced Services Resource: Networking/SDWAN – Germany Outside Continental United States (OCONUS) – 335th Signal. Support remote from EUR.</p> <p>One (1) Advanced Services Resource: Networking – EUROPE (OCONUS) – Tactical Command Post (TAC) - Europe (TAC-E) / Regional Cyber Center (RCC) - Europe (RCC-E)</p> <p>One (1) Advanced Services Resource: Networking – Location Hawaii, US (OCONUS) – 311th/RCC- Pacific (RCC-P) /RCC- Korea (RCC-K) (Remote from HI)</p>

			<p>One (1) Advanced Services Resource: Security – Location Ft Bragg, NC Continental United States (CONUS) – US Army Reserve Command (USARC)*</p> <p>One (1) Advanced Services Resource: Collaboration – Location National Capital Region (NCR) (CONUS) – National Guard Bureau (NGB) HQ</p> <p>Two (2) Advanced Services Resources: One (1) Security and one (1) Collaboration – Location: Ft. Huachuca, AZ (CONUS) – Network Enterprise Technology Command (NETCOM) HQ</p> <p>One (1) Advanced Services Resource: Networking – Location Northern VA/Washington DC</p>
6	Quarterly Contract Reviews	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	Cisco High Touch Operations Management (HTOM)	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	Cisco High Touch Technical Services (HTTS)	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.	Army 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	Asset Management	Assistance to the Army 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	Asset Management Reporting	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.
11	Triage Support	Cisco Advanced Services	Provide remediation engagements of existing Cisco technology or solutions within the U.S. Army network. The statement of work and deliverables

			for the “surge” engagements will be developed and mutually agreed upon at the time of the engagement request between Cisco and the U.S. Army.
12	Software Vulnerability Extension	Provide software vulnerability support for a single software release for the base year and each exercised option year for Cisco C3560, C3650, C3750X, C3850 hardware in the Army’s IB that have reached End of Life (EOL) and normally not supportable through SNTC and SWSS	Vulnerability support is limited only to those network service impacting security vulnerabilities which adversely affect the Customer’s network service, are rated High or Critical under the National Institute of Standards and Technology (NIST) Common Vulnerability Scoring System (CVSS) and which have been identified by the Customer to Cisco TAC in writing and subsequently qualified via Cisco’s normal process during the Extension Period (“Security and Vulnerability IOS Software Support”).
12	Cisco SAFE Workshop	Cisco Security SAFE design guides are Cisco security reference architecture that supports customers design a secure infrastructure for the edge, branch, data center, campus, cloud, and WAN. The framework encompasses operational domains such as management, security intelligence, compliance, segmentation, threat defense, and secure services.	Cisco SAFE team meeting with Army Cyber Security team on a quarterly basis.
14	Cisco Digital Learning Library	Cisco Digital Learning all-inclusive subscriptions include Cisco’s complete portfolio of online product, technology, and certification training, for a full year. LINK	400 Cisco Digital Learning Library seats to be filled at the Government’s discretion. Enrollees may be changed during the year as long as the total concurrent

			enrollment does not exceed 400 seats.
14	Cisco Network Academy	Cisco Networking Academy Program is a comprehensive e-learning program that delivers web-based content, online assessment, student performance tracking, instructor training and support, and preparation for industry standard certifications. LINK	20,000+ seats to the Cisco Networking Academy providing continuing digital education via online programs.
14	Cisco Live Training Access	Cisco's annual premier education and training event for IT professionals LINK	40 Cisco Live Full Event Passes to be used at the Government discretion.

*The Army Global Enterprise Modernization Software and Services (GEMSS) program covers all Army Commands CONUS and OCONUS except for the list below.

- The Army Intelligence & Security Command (INSCOM) and subordinates
- The Army Medical Commands (MEDCOM) and Hospitals
- The U.S. Army Special Operations Command (USASOC) equipment fielded by Special Operations Command (SOCOM)
- The Department of Defense Education Activity (DoDEA)
- The National Defense University (NDU)
- SOCOM
- Army Commands with active Cisco DNA Enterprise Agreements are excluded from the Cisco DNA Software agreement portion of GEMSS2

