

Missile Defense Agency

Cisco Software (SW) Enterprise Agreement (EA)

Global Enterprise Modernization Software & Support (GEMSS) | Quick Reference Guide



Please ensure that your Cisco Connection Online (CCO) ID is associated to [Cisco MDA GEMSS Contracts # 206580487,206580488,206580489](#)
Base year contract end date is 24 April 2026. OYs Available thru 2030. [Please contact mdahtom@cisco.com](#) for assistance.
This document was updated: **20 May 2025**

Cisco SW EA

WHAT IS IT?

The Cisco SW EA includes Global Enterprise Modernization Software and Support (GEMSS), which is a modernized software and support contract that consolidates and expands MDA'S access to technical services and enables you to consume unlimited software and licenses for Cisco routing, switching, and wireless technology. GEMSS is the replacement contract for the Cisco support across the Military Departments and the 4th Estate covering Smart Net Support and SWSS with expansion of software licensing. Cisco is partnered with the prime contract holder Iron Bow Technologies. Combined they will be providing support over the life of the contract.

WHAT IS INCLUDED for MDA?

Software

Cisco Commercial off-the-shelf (COTS) Networking Enterprise Agreement. See software details to the right for further information.

Support

Cisco Smart Net Total Care (SNTC) support and Cisco Software Support (SWSS). See support details to the right for further information.

Advanced Services

Cisco Advanced Services (AS) delivered by appropriately cleared Cisco operations managers and network engineers. See Cisco AS details below.

SOFTWARE

ON-DEMAND ACCESS

The Cisco Enterprise Agreement gives DLA the ability to consume unlimited Cisco software for the following technologies

Software Covered by GEMSS

DNA Advantage for Routing

Includes traditional features that are being used today in addition to Software Defined functionality.

DNA Advantage for Switching

Includes traditional features while adding software defined access, automation, and provisioning, enhanced security, and analytics.

DNA Advantage for Wireless

Location-based services, automated onboarding, secure access.

Network Management (Catalyst Center)

Access to centralized software for management and automation.

Additional Software Purchased under the SW EA

Cisco Collaboration

A defined quantity of A-FLEX (FEDRAMP) collaboration software supporting on premise Voice and Conferencing capabilities.

Cisco Security

A defined quantity of Cisco security software to provide secure network access for users, devices and networks.

Downloading Software

To access software, a user must have a cisco.com account registered with their .mil e-mail address. All software can be consumed through [software.cisco.com](#).

ADVANCED SERVICES

High-Touch Technical Support (HTTS)

Personalized, high touch support, expedited routing and call-handling with limited after-hours on-call support. Engineers are verified US citizens on US soil. Service request data stored in Secure Case Tracking Portal (SCTP). Note: Most technologies are supported 8:00 a.m.–8:00 p.m. (Eastern).

High-Touch Operations Management (HTOM)

Cisco single point of contact for all contract entitlement, service request support assistance, prioritization and management within this contract.

Advanced Service Resources

Cisco resources are assigned to provided dedicated support to design, implementation, delivery and management of the Cisco environment.

Asset Manager

Cisco resources to create, maintain, and document Cisco hardware, software and all license requirements. [mdaassetmgr@cisco.com](#)

SUPPORT

SMART NET TOTAL CARE

Unlimited 24/7/365 Smart Net Total Care (SNTC)

Technical Support (Smart Net Total Care)

Unlimited 24/7/365 Smart Net Total Care (SNTC) support for MDA-owned Cisco aligned with the MDA GEMSS based smart account.

Up to ten percent (10%) of the install base may be specified to be covered with a 4-hour hardware replacement window.

For technical support and software download entitlements, customers must associate their cisco.com account with the correct contract number. This can be done by contacting [mdahtom@cisco.com](#)

See next page for detail on how to access licensing and technical support.

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ACCESSING LICENSING

REQUEST PROCESS

Existing Product Purchases

For existing products that require licenses leveraging the EA, users will need to request the licenses via gemss-ciscoswea@ironbow.com. Request will need to provide the following information:

1. Hardware Product Model
2. Agency and sub-organization for smart account provisioning domain
3. Quantity of licenses requested
4. For SDWAN routing licenses, include bandwidth tier (15M, 100M, 1GB, 10GB)

New Product Purchases

New Cisco hardware platforms come bundled with software licenses and support. At the time of purchase, to remove the cost of these items, procurements must be associated with the correct smart account. To take advantage of the MDA GEMSS EA, you will need to provide contracting with the following information:

1. Smart Account Name: Missile Defense Agency
2. Smart Account Domain: gemss.mda.mil
3. Virtual Account: Agency and sub-organization
4. Is this to replace EOL products or net new purchase?
5. For EOL devices, provide the previous devices S/N

ACCESSING LICENSES

To access software licenses, customers must have their cisco.com account associated with the "Missile Defense Agency" smart account and appropriate virtual account. Customers can gain access to the smart account by:

1. Logging into software.cisco.com using a .mil email
2. Navigate to the Manage Licensing hyperlink

If you do not have a Virtual Account under Missile Defense Agency, submit a request via gemss-ciscoswea@ironbow.com:

The account domain identifier will be "gemss.mda.mil" and include:

- Cisco.com User ID
- MDA

For additional assistance please contact Licensing specialist by email to: gemss-ciscoswea@ironbow.com

More in-depth details can be found at

[Global Enterprise Modernization Software and Support – MDA](#)

ACCESSING TECHNICAL SUPPORT

SMART NET TOTAL CARE

How to Open Service Requests with Cisco High Touch Technical Support

Severity Levels 1 and 2

1. Call into HTTS Front Line: +1 866 748 0639 (toll-free), 919 993 2780
2. Live Customer Hand-off to a Cisco engineer

Severity Levels 3 and 4

Open your service request using Secure Case Tracking Portal tool: <https://sctp.cisco.com/>

Information Needed to Open a Service Request

1. Your Cisco.com ID and contact information (full name)
2. Severity of your service request (see Severity Levels listed below)
3. Preferred contact method (email, phone number)
4. GEMSS Contract # and device serial number
5. Description of your issue (symptoms, business impact, technology)
6. Site information (for verification purposes)
7. Details on troubleshooting steps you have taken

Severity Levels

Severity 1 (S1): Network or environment is down or there is a critical impact to your business operations. You and Cisco both will commit full-time resources to resolve the situation.

Severity 2 (S2): Operation of an existing network or environment is severely degraded. You and Cisco both will commit full-time resources during standard business hours to resolve the situation.

Severity 3 (S3): Operational performance of your network or environment is impaired. You and Cisco both commit resources during standard business hours to resolve.

Severity 4 (S4): Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations.

Case Escalation Procedure

If a case is not progressing adequately or the quality of service is not satisfactory, we encourage you to escalate the case by following the process below:

During normal business hours (Eastern): Contact HTTS Front Line: +1 866 748 0639 (toll-free), 919 993 2780 and request your service request be raised to Severity Level 1 or 2. If at any time you need assistance during this process, please contact your HTOM directly (via phone) or the HTOM mailer at mdahtom@cisco.com

After normal business hours (Eastern) including weekends/holidays: Contact Cisco HTTS Front Line: +1 866 748 0639 (toll-free), 919 993 2780 and request your service request be raised to Severity Level 1 or 2. Outside of 8:00 a.m. – 6:00 p.m. on normal business days, advanced support is available by engaging the on-call U.S. Public Sector HTOM via email at gsgshtom@epage.cisco.com

HIGH TOUCH OPERATIONS SUPPORT

Contact your HTOM at mdahtom@cisco.com for assistance with the following:

- Support contract access & software download entitlement
- Access to Secure Case Tracking Portal
- Service request opening, escalation, or severity upgrade
- RMA support or Certificate of Destruction
- Delays in progression or other issues with service requests