Global Enterprise Modernization Software & Support (GEMSS)

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GEMSS

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EMPOWERING THE GLOBAL WARFIGHTER

- **2008:** USAF Sustaining Air Force Enterprise (SAFE) contract

- **2012:** Army entered ESA w/Cisco to consolidate thousands of contracts/centralize Army support

- **2014 – 2021:** DITCO entered into a Joint Enterprise Level Agreement (JELA) for all MILDEPS

- **2021:** MILDEPS opted to enroll in the next gen Cisco enterprise agreement via GEMSS

Contract Name:	Cisco GEMSS
Cisco Contract Number:	204246961
Reseller:	Iron Bow Technologies
Period of Performance (PoP):	Base: July 1, 2021 - June 20, 2022 OY1: June 21, 2022 - June 20, 2023 OY2: June 21, 2023 - June 20, 2024 OY3: June 21, 2024 - April 23, 2025 OY4: April 24, 2025 - April 23, 2026

Cisco Enterprise Agreement

- SmartNet Total Care:
  - 24x7 Technical Assistance Center (TAC) for All Cisco device technical issues by phone and online portal
    - Severity Code (S1-S4) assigned based on the severity of the outage
  - No-cost replacement for All Cisco device failures (NLT next business day)
  - Advantage tier licensing for Catalyst-based routers, switches, and wireless devices (excludes Nexus)
  - Software Downloads for All Cisco devices
    - Catalyst Center Centralized config management (virtual appliance option, AWS and VMware)
    - GEMSS Enterprise Agreement Produced Over $190M in Cost Avoidance
- Advance Services Included:
  - 5 dedicated Architects/Engineers assigned at DAF level (SAF/CNS) for Enterprise-wide support
  - High Touch Operations Management (HTOM) – prioritization of tickets
  - High Touch Technical Services (HTTS) – Supporting higher classifications
  - Asset management – My Cisco Entitlements (MCE) Virtual Accounts, bulk adds/moves
- Commonly Requested but Not Covered:
  - Cisco learning libraries and Base/field engineering support – Cisco Points or Scope Edge team
  - Cisco Identity Services Engine (ISE) – provides 802.1x, enables Comply to Connect, and enables Zero Trust
  - Cisco Nexus Licensing – Licenses for Nexus data center devices are not covered

  NOTE: This is not an IDIQ contract to purchase Cisco equipment, but an Enterprise Agreement for entitlement to Cisco services
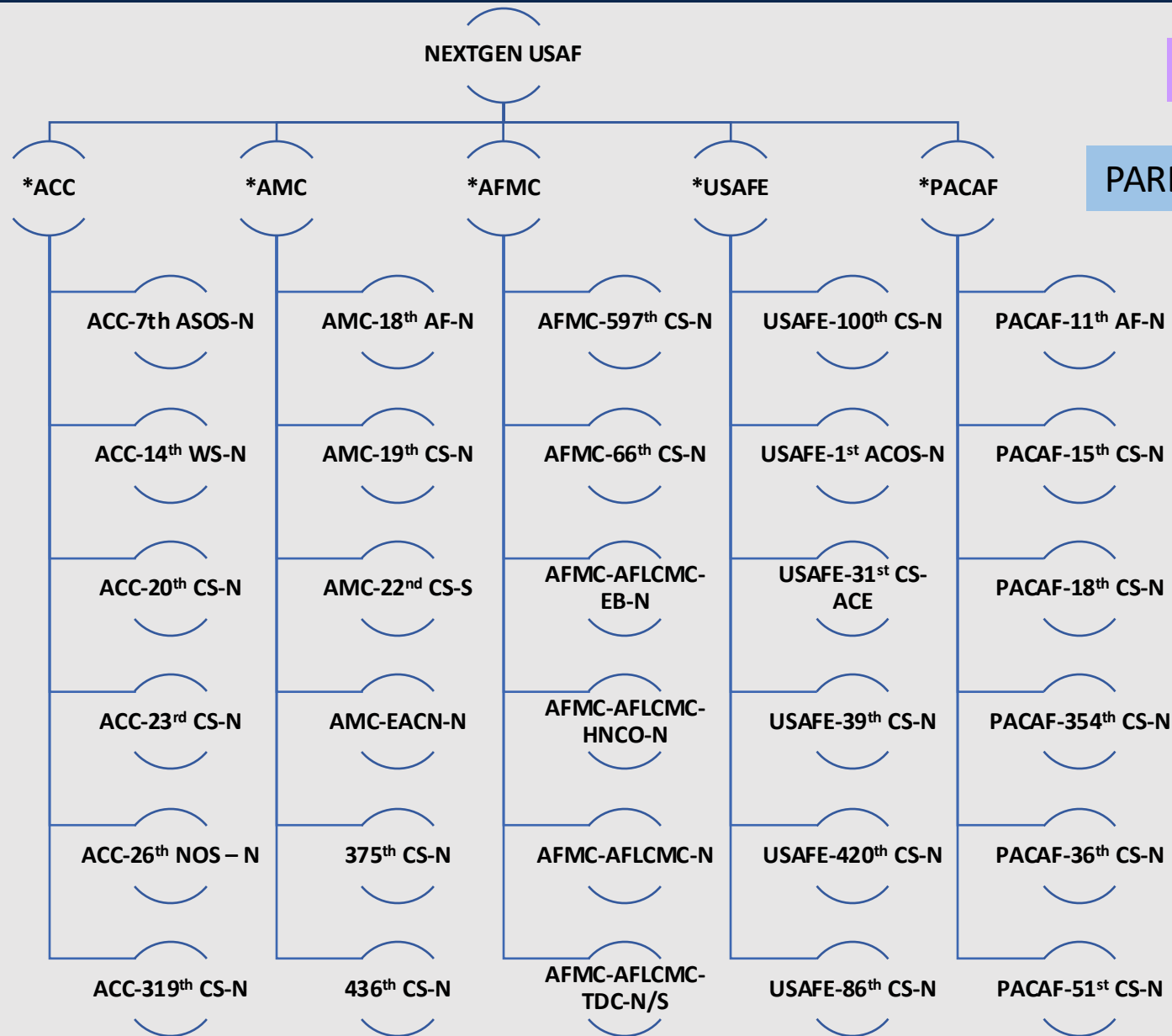
GEMSS Provides Cost Avoidance for Cisco Covered Device Purchases Regarding Software, License, and Support

Smart & Virtual Account Layout

DAF Cisco Ecosystem

- ~673,000 Devices
- ~1,100 Virtual Accounts
- ~1,900 Users

SMART ACCOUNT

PARENT VIRTUAL ACCOUNT

VIRTUAL ACCOUNTS

NEXTGEN USAF

*ACC	*AMC	*AFMC	*USAFE	*PACAF
ACC-7th ASOS-N	AMC-18th AF-N	AFMC-597th CS-N	USAFE-100th CS-N	PACAF-11th AF-N
ACC-14th WS-N	AMC-19th CS-N	AFMC-66th CS-N	USAFE-1st ACOS-N	PACAF-15th CS-N
ACC-20th CS-N	AMC-22nd CS-S	AFMC-AFLCMC-EB-N	USAFE-31st CS-ACE	PACAF-18th CS-N
ACC-23rd CS-N	AMC-EACN-N	AFMC-AFLCMC-HNCO-N	USAFE-39th CS-N	PACAF-354th CS-N
ACC-26th NOS – N	375th CS-N	AFMC-AFLCMC-N	USAFE-420th CS-N	PACAF-36th CS-N
ACC-319th CS-N	436th CS-N	AFMC-AFLCMC-TDC-N/S	USAFE-86th CS-N	PACAF-51st CS-N

GEMSS Key Resources

Iron Bow GEMSS Website

https://ironbow.com/gemss-air-force-space-force/

Iron Bow GEMSS Licensing Portal

https://ironbow.servicenowservices.com/gemss

Once registered, portal supports:

- License Generation
- Smart Account Creation
- Smart Account Access
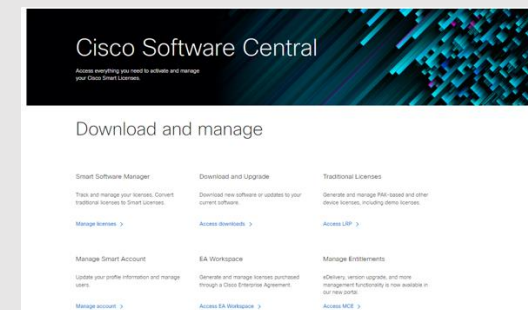- Smartnet Contract Access
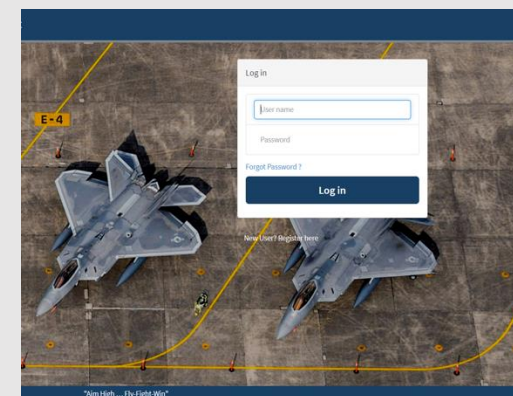
Catalyst Center Training

https://www.cisco.com/site/us/en/products/networking/catalyst-center/demos.html

Cisco training videos on using the Cisco's centralized manage tool, Catalyst Center (formerly DNA-Center).

Cisco Software Central

https://software.cisco.com/

- Download and manage software
- Access hardware and license list
- Access My Cisco Entitlements

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The Global Enterprise Modernization Software & Support (GEMSS) contract is an Enterprise Agreement (EA) that provides Cisco SmartNet coverage for all Cisco devices, Cisco Digital Network Architecture (DNA) Advantage Licenses for routers, switches, and wireless devices, and provides GEMSS white-glove support with Advanced Services. New purchases of Cisco GEMSS covered devices will have <u>zero cost</u> for license, software, and support services.

EXECUTIVE SUMMARY

WHAT IS INCLUDED?
Cisco Digital Network Architecture (DNA) Advantage license Enterprise Agreement.

SmartNet Total Care
SmartNet Total Care support that provides technical support 24x7. Defective device replacement no later than next business day. Cisco software downloads for all Cisco devices, and Cisco Catalyst Center software to centrally manage the Cisco device ecosystem. Grandfathered coverage for all Cisco Software Support Service (SWSS) coverage.

DNA Advantage Licenses
SmartAccount licensing is provided for most Catalyst routers, switches, and wireless devices.

Advanced Services
Five Cisco engineers and architect to support AF-level engineer solutions. Cisco engineers with clearances to provide units personalized support for NIPRNet, SIPRNet, JWICS device issues.

GEMSS@IronBow.com

Key Resources:
DNA covered equipment | Cisco Software Central
Catalyst Center info | Cisco Device End of Life notices

SMART NET

Technical Support
A 24x7 Technical Assistance Center (TAC) with highly qualified GEMSS personnel to assist with issues, 800-553-2447, option 1., or https://mycase.cloudapps.cisco.com/case

Device Replacement
No later than next business day replacement for all Cisco device failures.

Software Downloads
Access to the most current software and firmware for all devices through Cisco Software Central, see link below.

Network-Wide Visibility
Catalyst Center software solution that provides network discovery, inventory, Cisco PnP, software image management, audit, remediation, device tagging, and many more features, see Catalyst Center data sheet link below for complete details.

Legacy Support
Software Support Service (SWSS) offers technical support coverage for software application products included in the EN EA. SWSS coverage before 20 June 2021, was grandfathered into the GEMSS contract.

DNA ADVANTAGE LICENSES

Licenses
Licenses are tracked in the Manage Licenses link located on the Cisco Software Central website.

Licenses for most Catalyst iOS-based routers and switches and Wireless AireOS and iOS devices are covered, see link below for DNA covered equipment.

SUPPORT

Metrics
The GEMSS Team provides discussions with management and performance metrics to CCMD, HAF, MAJCOMs, FLDCMDs, and Units to ensure the DAF maximizes use of all services and capabilities.

Additionally, all Units can access My Cisco Entitlements through Cisco Software Center for a list of assigned device, see link below.

ADVANCED SERVICES

High Touch Technical Support (HTTS)
Personalized, high touch support, expedited routing and call-handling with limited after-hours on-call support. Ability to transmit and receive classified information via SIPR and VoSIP. 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 support assistance, prioritization and management within this contract.
afhtom@cisco.com

Advanced Service Resources
Five dedicated Cisco resources to support design, implementation, delivery and management of the Cisco environment.

Asset Management
Cisco resources to track, maintain, and document Cisco hardware and software.
afassetmgr@cisco.com

Contract Details: 1 Base Year with 4 option years (Contract # 204246961)
Start Date: 25 June 2021   End Date: 23 April 2026
Iron Bow GEMSS website: https://ironbow.com/gemss-usaf-space-force

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