



U.S. AIR FORCE – GEMSS OVERVIEW

Global Enterprise Modernization Software & Support (GEMSS) | Contract Details



CISCO GEMSS

The Cisco Global Enterprise Modernization Software & Support is a next generation contract that expands Air Force's access to software for Cisco routing, switching, and wireless technology, Cisco support, and technical services. This contract replaces JELA II.

USAF GEMSS Framework

WHAT IS INCLUDED?

Software

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

Support

Cisco SmartNet Total Care (SNTC) support. See support details to the right for further information.

Cisco Software Support Service (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 to the right.

Local commands who utilized hands-on engineering via JELA will be able to continue to purchase Advance Services via the ESI contract.

afservices@cisco.com

SOFTWARE

ON-DEMAND ACCESS

The Cisco enterprise agreement gives the Air Force the ability to consume Cisco software for the following technologies

Software Covered

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

Access to centralized software for management and automation.

SUPPORT (Contract # 204246961)

SMARTNET TOTAL CARE

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

Technical Support (SmartNet Total Care)

24/7/365 SmartNet Total Care (SNTC) With 8X5XNBD support for all Department of USAF owned Cisco-branded hardware and software.

4-hour replacement for up to a 10% of the USAF's identified install base list for equipment available within a 4-hour delivery radius of a Cisco Depot.

Software Support Service (SWSS) offers technical support coverage for the software application products and suites included in the EN EA. SWSS coverage before June 20 2021, was grandfathered into the GEMSS contract. For new purchases outside of the EN EA, SWSS should be included at time of purchase where appropriate.

CISCO AS*

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

(5) 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



SmartNet Support Services (Hardware)

Hardware Support Benefits:

- Same coverage as Air Force JELA
- Fixed Price Annual Contract
- Covers **VALID** Cisco Hardware
- Streamline incident management
- Improve risk management, increase operational efficiency, and help resolve problems quickly
- Provide additional tools for service coverage management, security and product alerts, and lifecycle management



Hardware Technical Service
and Incident Management



Hardware Security and Product
Alerts



Hardware Service Coverage
Management



Hardware Product Lifecycle
Announcements



High Touch Operations Management (HTOM)

A single point of contact for operations management and case coordination:

- afhtom@cisco.com
- Streamlined, stress-free customer experience
- Faster response and resolution
- Better business outcomes

Contract Administration

- 8am – 6pm Severity 3 alerts
- Knowledge transfers and individualized training
- Scrubbing of CCO Bulletins associated with contracts to “lock down” contract variables

Technical Support Collaboration

- Provide reach back into other Cisco teams
- Assist with Certificate of Destruction for RMA'd devices
- 24 x 7 Severity 1 and Severity 2 alerts
- 8am – 6pm Severity 3 alerts
- Knowledge transfers and individualized training

Service Request Management

- Ensure routing of Service Requests to appropriate queue
- Work with Account Team on entitlement issues
- Assist in opening TAC Cases for extenuating circumstances
- Follow up on cases that are in Pending state
- Provide trending data to account teams for proactive support
- Create proactive cases for use in planned outages or upgrades
- Prepositioning of spares in depots when necessary



High Touch Technical Services (HTTS)

Personalized, rapid response and resolution:

- Certified tech that knows your network
- Cleared technology experts – Cisco and multivendor environments
- Over 95% customer retention
- HTTS provides Cleared US Engineers

HTTS Deliverables and Activities

<p>24/7 access to expert engineers</p>	<ul style="list-style-type: none"> • Troubleshooting by experts who are familiar with the customer's network for faster resolution issue • Engineers assess the effects of the issue on the customer business, define a solution that limits network disruption and assist the customer's network operation staff in implementing the appropriate solution for the network
<p>Network service level support</p>	<ul style="list-style-type: none"> • Service requests are reviewed at a network level instead of a device level • Resolution will address symptoms beyond the device taking into consideration customer specific factors • Provide response to Customer within fifteen (15) minutes on Severity 1 or Severity 2 calls. For Severity 3 and Severity 4 calls, response shall be within sixty (60) minutes.
<p>Dedicated toll-free number, faster and easier entitlement process</p>	<ul style="list-style-type: none"> • Customer will only be asked for service contract number and basic information on customer CCO profile • The case will be created as quickly as possible and dispatched to the right engineer
<p>Possibility working with the same engineers on a recurrent basis</p>	<ul style="list-style-type: none"> • A more consistent and personalized support and expedite issue resolution
<p>Collection of information about the customer's business operation</p>	<ul style="list-style-type: none"> • Help to solve network issues more quickly and efficiently and customer's internal staff can focus on day-to-day operations



Asset Management

Dedicated team to enhance lifecycle management:

- afassetmgr@cisco.com
 - James Burney and Chris Garrett
- Ensure accurate, comprehensive asset information
- Provide analytics and business insights.
- Proactive reporting and strategy creation for risk mitigation
- Software Smart Account License Management Liaison
- Designated Asset Manager Resource (remote)
- Quarterly standard report and business reviews

Asset Manager	
Asset Tracking and inventory lifecycle	<ul style="list-style-type: none"> • Combine and clean data from various sources • Track and manage asset Moves, Adds, Changes and Deletes (MACDs) • Provide a consolidated view of inventory across the network
Contract optimization	<ul style="list-style-type: none"> • Assistance to manage contracts from procurement to retirement and refresh • Contract analysis and recommendations to improve manageability
Business Insights	<ul style="list-style-type: none"> • Standard or tailored reports with comprehensive asset information • Metrics that highlight improvements and value from using the service • Expert insights to improve operational efficiencies, mitigate risks, and enhance business continuity
License Allocation	<ul style="list-style-type: none"> • On-demand assistance with license allocation and adoption. • Onboarding and integration to support new users • Smart account management
Roadmap Development	<ul style="list-style-type: none"> • Regular review of critical business outcomes and detailed plan creation to achieve them.



License Management (Partner Enabled with IronBow)

Accurate Reporting from Accurate Data:

- Legacy vs. Targeted Structure

LEGACY:

ACC
 AFNIC (CCC)
 AFMC
 635 SCOW
 AFRC
 932 AW
 AMC
 Scott AFB
 18th AF
 375 AMW
 TACC
 ANG
 126 ARW
 TRANSCOM

TARGET:

AMC
 18th AF
 375 AMW
 375 CG
 375 CS
 375 CSS

**Currently working to transition from old system. Legacy system was location based, but the new system is operationally / command structured.

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Dedicated Advance Service Resources

5 Dedicated Onsite* Engineers

- Delivery Manager – David Risch
 - drisch@cisco.com
- Support development of appropriate baseline configurations for deployment into production.
- Support verification, deployment and testing of automation platforms in the Government’s environment.
- Provide technical reach back into Cisco to provide health checks and other topics of interest to the Government.
- Develop roadmaps that meet the Government’s desired business outcomes.
- Apply automation to optimize current environment and increase adoption of new technology.

Onsite Support	
One (1) Advanced Services Resource	Networking – Curtis Williams Location: Remote
One (1) Advanced Services Resource	Networking – Todd Vogt Location: Remote
One (1) Advanced Services Resource	Networking – Rob Weimann Location: Remote
One (1) Advanced Services Resource	Security – Chris Echard Location: Remote
One (1) Advanced Services Resource	Unified Communications – Bill Cooley Location: Remote

*Location to be agreed upon 60 days after contract