SOW Cisco Network Equipment and Software Maintenance

1. Introduction

The Indian Health Service (IHS) uses Cisco network equipment to provide network connectivity for devices connected to the network. The Cisco network equipment includes routers, switches, firewalls, wireless controllers and network management applications.

2. Maintenance Coverage Required

IHS requires a maintenance contract to provide hardware and software support for the Cisco network equipment used on the network. The maintenance contract will provide IHS with:

- Access to Cisco's Technical Assistance Center (TAC) for technical support.
- Next business day replacement for defective hardware devices.
- Software updates for both major and minor software releases.
- Software Application Support Service with Upgrades (SASU) for relevant products.
- Software subscription renewals for relevant products.

3. Hardware & Software Requiring Coverage

The hardware and software requiring maintenance and subscription coverage is listed in the **Attachment 1 – Network Equipment Maintenance Contract – Equipment List.** The list includes:

- Network device serial numbers and their locations.
- Cisco part numbers for Cisco FirePower Threat and Malware defense. One year service coverage is required for **four** Cisco FPR1120 and **four** Cisco FPR2120 firewalls.
- Cisco part number for Cisco ISE maintenance coverage for an ISE deployment (R-ISE-VMC-K9) that is currently running on a virtual machine in the IHS network. Maintenance coverage is required for IHS to receive software updates and access to TAC.
- LiveAction LiveNX license and support for 200 Interfaces (License number: A3PPJ000001HRY2).

4. Service Coverage Period and Duration

The contract service period is 12 months and shall begin on the date when any existing maintenance contract expires. For devices not currently covered by an existing maintenance contract, the contract start date shall begin within 10 days of contract award.

5. Information to Include in Responses

Vendors should include the following information in their response.

- Maintenance and subscription costs for each device in the list of devices requiring coverage.
- Identify and indicate any hardware and software items that cannot be quoted for coverage and include an explanation on why coverage cannot be provided.

6. Third Party Maintenance Coverage

Offerors must be an authorized Cisco partner and eligible to quote costs for Cisco provided maintenance coverage.

- **Third party maintenance coverage shall not be considered**

7. Delivery

After contract award, the contractor shall contact the IHS Contractor Officer Representative (COR) to verify the email address and Cisco.com user id for E-Delivery. The contractor shall provide the COR with an export from the Cisco maintenance database, listing the serial numbers, support contract number(s) and service duration to confirm maintenance coverage.

Service subscriptions acquired through this acquisition shall be electronically delivered via email or assigned to the IHS Smart virtual account IHS-HQ-OIT on the Cisco portal.

Invoices in the Invoice Processing Platform (IPP) will not be approved until the serial numbers associated with the contract number(s) are verified by the COR on the www.cisco.com portal and service subscriptions assigned to the IHS virtual account on the Cisco portal.