

## Request for Information

### Enterprise Service Agreement for Cisco Hardware/Software

**THIS IS A REQUEST FOR INFORMATION (RFI), ONLY**, issued in accordance with Federal Acquisition Regulation (FAR) 15.201(e), for the purpose of conducting market research. Accordingly, this RFI constitutes neither a Request for Proposal (RFP) nor a promise to issue a RFP in the future, and it does not commit the Government to contract for any supply or service described herein. The Department of Veterans Affairs (VA) is not, at this time, seeking proposals and therefore, will not accept, review, or evaluate unsolicited proposals received in response hereto. Please be advised that the U.S. Government will not reimburse Respondents for any costs incurred in the preparation and/or submission of responses to this RFI; all costs associated with responding to this RFI will solely be at the Respondent's expense. Not responding to this RFI does not preclude participation in any future RFP, if issued. Any information submitted by respondents to this RFI is strictly voluntary; however, any information received shall become the property of the Government and will not be returned to the Respondent. Interested parties are responsible for adequately and clearly marking proprietary, restricted, or competition sensitive information contained in their response.

Due to VA's immense size and widely geographical spaced facilities, VA requires an enterprise-wide comprehensive and integrated support service agreement for all Cisco hardware and software (e.g., Cisco networking gear, Cisco Telephony, Unified Communications products, Cisco Telepresence Equipment and Unified Computing/Data Center devices and applications, Cisco Server and Virtualizations hardware) that is currently and /or will be deployed throughout VA over the next five (5) years. This equipment, which is detailed in the VA Master Inventory List attached hereto, is currently covered by Cisco SMARTnet services; however, the Government is seeking information relative to any and all enterprise-wide service solutions which can meet the Government's minimum requirements. These requirements are as follows:

- a. Advanced replacement of failed Cisco hardware at any VA location (both CONUS and OCONUS), either by 8x5x next business day (NBD) or 24 hours a day/seven days a week/4 hour delivery (24X7X4), depending on the type of equipment and its severity to on-going operations.
- b. Updates and upgrades to Cisco Inter-Network Operating System (IOS)® Software; updates and upgrades to resolve security vulnerabilities; patches to resolve bugs; and version updates to improve performance and /or added functionality, including all maintenance, minor, and major releases.
- c. Updates and upgrades to Cisco Video Conferencing, Telephony, Unified Communications, and Unified Computing/Data center devices software and firmware; resolution of security vulnerabilities; patches to resolve bugs; and version updates to improve performance and /or added functionality.
- d. 24 hour x 7 days a week x 52 weeks per year phone technical assistance provided by dedicated personnel familiar with the Cisco hardware and software

designs, equipment compatibilities, equipment performance, equipment interoperability , hardware/software problem resolution processes and information, and new product information to assist with product use, configuration and troubleshooting issues.

- e. A 24x7 x365 days a year online service for downloading the latest security updates, patches, and fixes with supporting documentation; ability to solve technical support issues online without opening a case; access to troubleshooting and configuration tools, knowledgebase, software updates, and other personalized content; access to a library of technical documents for Cisco and related equipment applications; and service request and tracking.
- f. Equipment based inventory support to track deployed equipment automatically.
- g. Current network infrastructure and equipment design knowledge to continue optimization, and maintain support continuity and integrity

Please be advised that the above-required services must be provided for all VA locations, both CONUS and OCONUS.

The purpose of this RFI is two-fold. VA seeks to identify contractors who are authorized resellers of Cisco SMARTnet services, and thus, can provide the services and support required above, as well as that identified in Attachment C - Draft Performance Work Statement (PWS), which has been attached hereto for comment. As mentioned above, Attachment A – VA Master Inventory List, which details the networking and video products currently requiring support, has also been provided.

VA also seeks to identify non-Cisco resellers whose services and/or solution can provide the services and support required above, as well as the same type of support identified in the draft PWS, which has been attached for comment. Please be advised that although the attached draft PWS identifies Cisco Enterprise SMARTnet Maintenance and Advanced Services Support, it is only intended as a draft document which outlines the current level of support covering VA's Cisco inventory. All non-Cisco resellers are invited to comment on the type of support services identified therein, and provide information as to how their respective solution meet the Government's minimum requirements relative to the networking and video products identified in Attachment A – VA Master Inventory List. All services and support provided must be fully interoperable (software, hardware) with all devices and applications to be covered under any resulting solicitation.

Interested parties submitting a Capabilities Statement should be brief and concise, and clearly demonstrate the ability to meet the stated requirements for an enterprise-wide procurement of this magnitude. The Capabilities Statement should clearly present evidence that the interested party is fully capable of providing the required support services, and as such may include any information that the interested party feels is relevant. Interested parties are strongly encouraged to submit questions and comments as soon as they are identified. Telephone inquiries will not be accepted.

As part of your RFI response, please also provide the following information:

1. Do you currently provide a comprehensive, seamlessly integrated support solution with the technical and design knowledge that provides at least the same capabilities as required above, and in the attached draft PWS? If not, can your solution be modified to provide at least the same level of services/support?
2. A Rough Order of Magnitude (ROM) estimate for five (5) years of performance, to include all optional tasks based on the two pricing options being contemplated in Attachment B – Determining Install Base Range, which is attached hereto.
3. For solutions that meet, or can be modified to meet the above criteria, provide the following:
  - a. A brief description of the overall services provided and a brief description of the environment and infrastructure in which this solution currently operates.
  - b. Identify the entity currently utilizing the service in a single, seamlessly integrated manner similar in size to the VA.
  - c. Identify all specific services provided, including hardware and software support, to include security patching, bug fixes, and updating of IOS.
4. Status as a reseller of Cisco SMARTnet Services, if applicable.
5. Socio-economic status. Indicate whether your company is a large business, or has a Federal Socio-Economic status (if so, what type). Is your company registered in VA's VetBiz repository? If you are a Small Business, can you (as a prime contractor and all small business subcontractors) perform at least 51% of the services identified in this draft PWS?
6. Describe how you will provide VA support to manage the inventory of Cisco products that have been deployed or will be procured and deployed throughout VA over the next five (5) years? (Please reference Attachment A – VA Master Inventory List.)
7. Do you currently provide these services under a Government contracting schedule; if so, which one, and under what schedule number? Would open market items be required?
8. Primary Point of Contact (POC) information (name, phone number, and email address).
9. Please provide any proposed comments and/or revisions to the draft PWS in the following format:

PWS paragraph #	PWS requirement	Suggested change	Rationale for change or comment
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The page limit for responses shall be no more than twenty (20) pages, in a single emailed file which does not exceed 5 MB of space. Responses should also include company profile (to include, but not limited to, history, business size and socioeconomic category, and applicable North American Industry Classification (NAICS)).

Faxed copies are not acceptable. Please send your responses and/or questions, via email, to [Brandon.Caltabilota@va.gov](mailto:Brandon.Caltabilota@va.gov) and Charles W. Ross, Contracting Officer, at [Charles.Ross@va.gov](mailto:Charles.Ross@va.gov) regarding this announcement.

**Responses are due no later than 12:00 PM Eastern Standard Time (EST) on Monday July 7, 2014.**

VA reserves the right to not respond to any or all emails or materials submitted; however, the information provided may be used by the VA in developing any future acquisition strategy and/or PWS.