

Cisco JELA Fact Sheet

Background: On 18 Sept 2014, DISA/DITCO Contracting Office awarded a Joint Enterprise Level Agreement (JELA) to Cisco for hardware and software maintenance. The Period of Performance for this agreement is 18 Sept 2014 to 17 JUN 2015 (Base Period), 18 JUN 2015 to 17 JUN 2016 (Option Year 1), 18 JUN 2016 to 17 JUN 2017 (Option Year 2), 18 JUN 2017 to 17 JUN 2018 (Option Year 3), and 18 JUN 2018 to 17 JUN 2019 (Option Year 4).

The Cisco SMARTnet Agreement is a component of the transformation process to achieve better efficiencies in the procurement of IT systems and related support. An integral part of this initiative is the consolidation of the existing Cisco maintenance contracts to achieve cost avoidance, operational efficiencies, asset visibility, improved maintenance coverage, security threat management and enterprise-level support.

What's included in the Cisco JELA?

Provides SMARTnet Maintenance for all Army equipment.

- 24 Hour access to Technical Assistance Center
- Unlimited IOS downloads
- Access to online help at Cisco.com
- Advanced Hardware Replacement (8 x 5 xNBD)

SMARTnet Access

- Army users must associate their CCO ID (Cisco User ID) with the Army's Cisco Contract Number: 91986130.
- To ensure only Army users access support, users are required to register with an army.mil or mail.mil email address.
- Existing user with CCO ID should submit requests to ARMYCCO@cisco.com to associate their CCO ID to Army contract number. (see above)
- Normal Business rules apply to open a case or download software.
- First time user should register for a CCO ID at <https://tools.cisco.com/RPF/register/register.do>
- All other DoD services should contact their respective JELA representative

Cisco JELA

JELA Cost

The cost of the JELA is determined by the total Installed Base (IB) list price value. The IB value is used to determine the appropriate pricing tier. Fluctuations in IB value may cause the total price to go up or down. The contract requires annual inventory reconciliation to re-baseline pricing tiers. The current Army pricing band is \$1.8 - \$2.6B. The Cisco JELA is centrally funded from CIO/G-6 MDEP MSEL. Increases in IB value above baseline cost may be passed on to the commands to account for JELA cost increases.

How is Cost Per License Calculated?

Any allocation of above baseline cost will be determined by an apportionment model and based on the increase to a command's IB value.