

Cisco SMARTnet Maintenance Services

RQAV1400012 - Verification of Availability

Estimated Cost: \$549,000.00

Find attached the **“Scopes of Work”** and **“Special Requirements”** for an upcoming **Invitation To Bid (ITB)**. Please review to determine if you would be able to **satisfy the requirements** (as applicable), and **interested in responding**; if so, please check the appropriate areas below and respond to this email confirming the same. Please pay **“CLOSE”** attention to the various sections and the **“SPECIAL & MINIMUM Requirements”**, being specified, and confirm your **ability** and **availability** to satisfy **“ALL”** sections/scopes.

See all **Sections** as listed below; paying very close attention to the **“minimum”** requirements of each. (While you are **not** bidding at this time, be mindful your response strongly influences SBD’s determination as it relates to a potential **SBE Measure**). So please be diligent in your review of the information and respond accordingly, based on your ability to meet **ALL** the applicable requirements.

Are you able to meet the minimum “Purpose” as described in Section 2.1?

Are you an authorized “CISCO” reseller (Section 3.5)? YES_ NO_

Do you have experience satisfying requirements that were of a similar scope to the scopes of services to this contract? YES_ NO_

 I am **“NOT”** interested in this solicitation.

Name of Firm: _____ **SBE Exp. Date:** _____

Owner’s Name: _____ **Signature:** _____

Date: _____ **Contact #:** _____

Please respond by **3:00pm, Tuesday February 4, 2014** – (Providing References)

Any questions, feel free to contact me at the number below.

(Respond to the **“Verification”** whether you are interested or not (choosing **“Yes”** or **“No”** as applicable); this helps SBD in the determination of measures).

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Small Business Development Division
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Cisco SMARTnet Maintenance Services

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Please complete the following "Reference Requirements":

Project Title:
Client Name
Contact No.:
Scope Description:

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Client Name
Contact No.:
Scope Description:

Project Title:
Client Name
Contact No.:
Scope Description:

SECTION 2
SPECIAL CONDITIONS

CISCO SMARTnet MAINTENANCE SERVICES

2.1 PURPOSE

The purpose of this solicitation is to establish a contract for the purchase of Cisco SMARTnet maintenance services for the Miami-Dade Aviation Department (MDAD) to support the existing equipment currently used to manage their network infrastructure environment. MDAD seeks to establish a contract with a Cisco authorized reseller that will provide a three year Cisco SMARTnet maintenance agreement.

2.2 TERM OF CONTRACT

This contract will commence on the first calendar day of the month succeeding approval of the contract by the Board of County Commissioners, or designee, unless otherwise stipulated in the Notice of Award letter, which is distributed by the County's Department of Procurement Management, Technical Services Division; and contingent upon the completion and submittal of all required bid documents. The contract shall expire on the last day of the last month of the contract term.

This contract shall remain in effect for thirty-six (36) months provided that the services rendered during the contract period are satisfactory and that County funding is available as appropriated on an annual basis and upon completion of the expressed and/or implied warranty period.

2.3 OPTION TO RENEW - INTENTIONALLY OMITTED

2.4 METHOD OF AWARD

Award of this contract will be made to the lowest responsive, responsible vendors who submit an offer on all items listed in the solicitation and whose offer represents the lowest price when all items are added in the aggregate. While the method of award prescribes the method for determining the lowest responsive, responsible vendor, the County will award this contract to the designated lowest vendor. The County will award the total contract to a single vendor.

PRE-QUALIFICATION CRITERIA:

- Bidders must provide contact information for Primary (Required) and Secondary (Optional) staff within the Company who will be responsible for providing a response to Requests for Quotations (RFQ) issued by Miami-Dade County. These services shall typically be required Monday through Friday within the business hours of 8:00 AM and 5:00 P.M. (Local Time). Contact information shall include the contact name, telephone, fax, email and company address.
- Bidders shall have at least one year experience in performing multifunctional device repair and maintenance services. To demonstrate this bidders must provide three existing customer references for which bidder is providing a similar scope of services as outlined in Section 3 with the bid submittal.

2.5 ADDITIONAL QUANTITY OF ITEMS OR UNITS TO BE SERVICED

Although this solicitation and resultant contract states a specific or an estimated number of items or units to be serviced, it is understood and agreed that the County may purchase additional services

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CISCO SMARTnet MAINTENANCE SERVICES

from the vendor; provided that these additional maintenance services represent the same manufacturer, model or brand, and unit price stipulated within the contract.

It is further understood and agreed that the successful bidder shall update MDAD's Cisco Smartnet account when new Cisco products are purchased. Should other agencies access the resultant contract, the successful bidder shall update the agency's respective Cisco Smartnet account.

2.6 CONTACT PERSON

For any additional information or questions regarding the terms and conditions of this solicitation and resultant contract, please contact: Lluís Gorgoy, Procurement Contracting Agent via email at gorgoyl@miamidade.gov with a copy to the Clerk of the Board at clerkBCC@miamidade.gov. Administrative Order 3-27, Cone of Silence, prohibits oral communication regarding a bid during the period the Cone is in effect.

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SECTION 3
TECHNICAL SPECIFICATIONS

3.1 PURPOSE

Cisco SMARTnet is a technical support service contract that gives MDAD staff direct anytime access to Cisco expert 24 hours a day 365 days a year. Also includes next day hardware replacement for all the equipment listed.

3.2 INTRODUCTION

MDAD Data network is based on Cisco equipment/infrastructure. This equipment requires a Cisco SMARTnet maintenance contract in order to resolve any software or hardware failures.

3.3 CISCO SMARTNET CONFIGURATION

For all equipment covered under the resultant contract, the SMARTnet service shall be configured as 8x5xNBD (Next-Business-Day hardware replacement) to include Firmware, software technical support 24 hours a day 365 days a year.

3.4 CISCO SMARTNET MAINTENANCE SERVICE

Cisco SMARTnet maintenance services provided under the resultant contract shall be provided to the County according to 8x5xNBD standards. MDAD will obtain technical support services directly from Cisco engineers and Cisco technical resources as needed. The SMARTnet maintenance service contract must be Cisco SMARTnet and not an intermediary service provider. At a minimum, Cisco SMARTnet Maintenance Service shall conform to 8x5xNBD standards and provide:

- Around-the-clock access to the Cisco Technical Assistance Center
- Access to the Cisco.com knowledgebase, resources and tools
- Hardware replacement (next-business-day)
- Ongoing operating system software updates including both minor and major releases within the licensed feature set
- Cisco operating system software support to extend the life of Cisco devices with improved security, increased performance, bandwidth management, new protocol support, and greater interoperability

3.5 CISCO AUTHORIZED RESELLER

The successful bidder shall be an authorized Cisco reseller and is required to provide its Cisco authorized reseller number as part of the proposal submission. Bidders' status may be subject to verification with Cisco Systems. The selected bidder must maintain this status during the term of the resultant contract and any extensions exercised by the County.

MDAD CISCO PRODUCTS

The chart below represents the Cisco products currently owned by MDAD. These products must be covered by Cisco SMARTnet service. Additional SMARTnet service may be purchased for new Cisco products as per Section 2.7. Site Location of all equipment is Miami-Dade Aviation Department,

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Miami International Airport IS/Telecommunications Bldg., 3030 ,4331 ,NW 22nd Street, Miami Florida
33142

ITEM #	SERIAL NUMBER	PRODUCT NUMBER	QUANTITY
1	FTX1040A3JU	CISCO2811	1
2	FCZ1214719X	CISCO2811	1
3	FTX1051A1DX	CISCO2811-AC-IP	1
4	FTX0925A55X	CISCO2811-SEC/K9	1
5	FTX1415AJ6X	CISCO3825	1
6	FTX1415AJ71	CISCO3825	1
7	FTX1415AJ67	CISCO3825	1
8	FTX0925A5UM	CISCO3845-SEC/K9	1
9	FTX0925A5UL	CISCO3845-SEC/K9	1
10	KQ6B5F7	CSACS-1121-UP-K9	1
11	FOC1536X2ZS	WS-C2960G-48TC-L	1
12	FOC1536X31E	WS-C2960G-48TC-L	1
13	FOC1536X2YY	WS-C2960G-48TC-L	1
14	FOC1630X2P5	WS-C2960S-48FPD-L	1
15	FOC1630X2MX	WS-C2960S-48FPD-L	1
16	FOC1630X2P6	WS-C2960S-48FPD-L	1
17	FOC1627X39Z	WS-C2960S-48FPD-L	1
18	FOC1630X2P4	WS-C2960S-48FPD-L	1
19	FOC1618Y232	WS-C2960S-48FPD-L	1
20	FOC1630X2LZ	WS-C2960S-48FPD-L	1
21	FOC1630X2MB	WS-C2960S-48FPD-L	1
22	FOC1630X2LM	WS-C2960S-48FPD-L	1
23	FOC1631W3WF	WS-C2960S-48FPD-L	1
24	FOC1631W3YJ	WS-C2960S-48FPD-L	1
25	FOC1637Y00S	WS-C2960S-48FPD-L	1
26	CAT1037ZLYU	WS-C3750-24PS-S	1
27	CAT1034RKE7	WS-C3750-24PS-S	1
28	CAT1117NJ79	WS-C3750-24PS-S	1
29	FDO1123Z40P	WS-C3750-24PS-S	1
30	FDO1236Y5EE	WS-C3750-24PS-S	1
31	FDO1429X0ND	WS-C3750-24PS-S	1
32	CAT1002R2JU	WS-C3750-24PS-S	1
33	CAT1002R2MK	WS-C3750-24PS-S	1
34	CAT1002R2MM	WS-C3750-24PS-S	1
35	CAT1002Z27J	WS-C3750-24PS-S	1
36	CAT1002R2MG	WS-C3750-24PS-S	1

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37	CAT1002Z24Y	WS-C3750-24PS-S	1
38	CAT1002Z273	WS-C3750-24PS-S	1
39	CAT1002Z26M	WS-C3750-24PS-S	1
40	CAT1002Z26W	WS-C3750-24PS-S	1
41	CAT1002Z28C	WS-C3750-24PS-S	1
42	CAT1002R2KJ	WS-C3750-24PS-S	1
43	CAT1002Z27N	WS-C3750-24PS-S	1
44	CAT1002R2J6	WS-C3750-24PS-S	1
45	CAT1002R2MC	WS-C3750-24PS-S	1
46	CAT1002R2MT	WS-C3750-24PS-S	1
47	CAT1002Z26Z	WS-C3750-24PS-S	1
48	CAT1002Z251	WS-C3750-24PS-S	1
49	CAT1002R2MY	WS-C3750-24PS-S	1
50	CAT1002R2N1	WS-C3750-24PS-S	1
51	CAT1116ZHAD	WS-C3750-24PS-S	1
52	CAT0952R4ZA	WS-C3750-48PS-S	1
53	CAT0952R4E3	WS-C3750-48PS-S	1
54	CAT0952R423	WS-C3750-48PS-S	1
55	CAT0952R4CL	WS-C3750-48PS-S	1
56	CAT0952R508	WS-C3750-48PS-S	1
57	CAT0952R3M3	WS-C3750-48PS-S	1
58	CAT0952R3U1	WS-C3750-48PS-S	1
59	CAT0952R41R	WS-C3750-48PS-S	1
60	CAT0952R4ZH	WS-C3750-48PS-S	1
61	CAT0952R3VB	WS-C3750-48PS-S	1
62	CAT0952R4F0	WS-C3750-48PS-S	1
63	CAT0952R3V5	WS-C3750-48PS-S	1
64	CAT0952R3UQ	WS-C3750-48PS-S	1
65	CAT0952R4YK	WS-C3750-48PS-S	1
66	CAT0952R4ZU	WS-C3750-48PS-S	1
67	CAT0952R50U	WS-C3750-48PS-S	1
68	CAT0952R4Y1	WS-C3750-48PS-S	1
69	CAT1012R500	WS-C3750-48PS-S	1
70	CAT1012R45E	WS-C3750-48PS-S	1
71	CAT1012R494	WS-C3750-48PS-S	1
72	CAT1012R3WE	WS-C3750-48PS-S	1
73	CAT1012R45P	WS-C3750-48PS-S	1
74	FDO1249Y0ET	WS-C3750G-12S-S	1
75	FDO1249Y0DA	WS-C3750G-12S-S	1
76	FDO1302Y081	WS-C3750G-12S-S	1

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77	FDO1302Y095	WS-C3750G-12S-S	1
78	FDO1303X1CQ	WS-C3750G-12S-S	1
79	FOX1422GF4J	WS-C6504-E	1
80	FOX1422GF4M	WS-C6504-E	1
81	FOX1422GF41	WS-C6504-E	1
82	SMG1647N009	WS-C6509-E=	1
83	SMG1647N00B	WS-C6509-E=	1
84	SMG1647N02F	WS-C6509-E=	1
85	SMG1647N048	WS-C6509-E=	1
86	SMG1647N00X	WS-C6509-E=	1
87	SMG1647N00R	WS-C6509-E=	1
88	SMG1647N00T	WS-C6509-E=	1
89	SMG1647N02E	WS-C6509-E=	1
90	SMG1647N02D	WS-C6509-E=	1
91	SMG1648N00A	WS-C6509-E=	1
92	SMG1647N00P	WS-C6509-E=	1
93	SMG1648N02V	WS-C6509-E=	1
94	SMG1648N02M	WS-C6509-E=	1
95	SMG1647N005	WS-C6509-E=	1
96	SMG1648N00P	WS-C6509-E=	1
97	SMG1647N02H	WS-C6509-E=	1
98	SMG1648N012	WS-C6509-E=	1
99	SMG1647N02A	WS-C6509-E=	1
100	SMG1647N021	WS-C6509-E=	1
101	SMG1646N054	WS-C6509-E=	1
102	SMG1647N012	WS-C6509-E=	1
103	SMG1647N02G	WS-C6509-E=	1
104	SMG1647N003	WS-C6509-E=	1
105	SMG1648N00M	WS-C6509-E=	1
106	SMG1648N00W	WS-C6509-E=	1
107	SMG1647N028	WS-C6509-E=	1
108	SMG1647N023	WS-C6509-E=	1
109	SMG1647N01W	WS-C6509-E=	1
110	SMG1648N00S	WS-C6509-E=	1

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