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| nysif.com

11/18/2025

The following (Q&A) will serve as Amendment #1 to NYSIF's Invitation for Bids (IFB) for Cisco Enterprise Agreement and Support Renewal, bid number 2025-88-IT. Material in this Amendment supersedes any contradictory material in the RFP.

Please note that the due date for the submission of bids **remains unchanged**.

All bids are due 12/1/2025, by 2:00 p.m.(eastern).

Sincerely,

A handwritten signature in black ink, appearing to read "Paulino", with a stylized flourish at the end.

Jacob Paulino
Contract Management Specialist 1

Cisco Enterprise Agreement and Support Renewal

IFB 2025-88-IT

Amendment 1

Question #	IFB Page #	IFB Section and Sub-Section Reference #/Heading	Question	NYSIF Response
1	11	Section 2 – Technical Specifications	Please confirm whether NYSIF is requesting support renewal for software-only (Cisco Enterprise Agreement and term subscriptions) or if any hardware support is also in scope under this IFB.	Support is for software and hardware.
2	11	Section 2 – Technical Specifications	Beyond the licensing and entitlement components, does NYSIF expect the awarded vendor to provide any ongoing architectural, engineering, or advisory services related to the Cisco environment?	No.
3	11	Section 2 – Technical Specifications	Is the awarded vendor expected to open and manage Cisco TAC cases on NYSIF's behalf, or will NYSIF open TAC cases directly?	The awarded vendor is not expected to do this.
4	11	Section 2 – Technical Specifications	Is any on-site support required, or should all support be assumed to be remote-only?	This is not relevant to the IFB. The awarded vendor is not expected to provide the support.
5	11	Section 2 – Technical Specifications	Does NYSIF require the vendor to commit to specific response and resolution SLAs beyond Cisco TAC standards?	No.
6	11	Section 2 – Technical Specifications	Will NYSIF require after-hours or 24x7x365 support availability from the vendor?	No.
7	11	Section 2 – Technical Specifications	Does NYSIF expect proactive monitoring and notification of upcoming license expirations, renewals, or entitlement issues?	This is not a requirement.
8	11	Section 2.1 – Mandatory Requirements / Attachments 1 & 2	Who currently manages NYSIF's Cisco Smart Account, and is the vendor expected to assume Smart Account administrative responsibilities?	The current manger is not relevant to the IFB. The vendor is not expected to take on those administrative responsibilities.
9	11	Section 2.1 – Mandatory Requirements / Attachments 1 & 2	Is the vendor expected to perform ongoing compliance monitoring of Cisco EA license consumption, including true forward and usage alerts?	No.
10	11	Section 2.1 – Mandatory Requirements / Attachments 1 & 2	Does NYSIF require scheduled EA utilization and consumption reporting, and what cadence/format is preferred?	No.
11	11	Section 2.1 – Mandatory Requirements / Attachments 1 & 2	Are there specific reporting formats, dashboards, or metrics NYSIF requires for license, Smart Account, or support activity?	Reporting is not relevant to the IFB.
12	6	Attachment 1 / Attachment 3	Can NYSIF indicate which listed components are production-critical, redundant, or used for DR/testing environments?	This information is not necessary to submit a proposal for this IFB.
13	6	Attachment 3 – Part Supplemental	Has NYSIF standardized on specific Cisco architectures (SDA, ACI, ISE, Firepower, Meraki, Webex), and should support include all listed technologies?	This information is not relevant to the IFB as all required support is listed in Attachment 1 - Fee Schedule and Attachment 2 - Cisco Zero Dollar Mandatory Items.
14	6	Attachment 3 – Part Supplemental	Does NYSIF anticipate adding additional Cisco technologies during the EA term that may impact support requirements?	There is a possibility that additional Cisco technologies may be added.

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15	11	Section 2.2 – Term	Is the vendor expected to lead or co-lead annual Cisco EA true-up / true-forward processes with NYSIF?	No, NYSIF will work directly with Cisco.
16	11	Section 2 – Technical Specifications	What level of participation does NYSIF expect from the vendor in EA alignment meetings, business reviews, or architectural workshops?	Low to no participation is expected.
17	11	Section 2.2 – Term	Are any upcoming NYSIF initiatives expected to affect Cisco support or licensing needs during the contract term?	Not relevant to the IFB.
18	11	Section 2 – Technical Specifications	Does NYSIF require a dedicated account management structure (e.g., account manager, CSM, technical lead)?	No.
19	11	Section 2 – Technical Specifications	Beyond TAC escalation, does NYSIF expect a formal vendor escalation path for licensing or EA support issues?	No.
20	11	Section 2 – Technical Specifications	Does NYSIF require recurring governance meetings (QBRs, strategy sessions) and what should be included?	No.
21	11	Section 2.4 – Subcontracting	Does NYSIF require review and approval of subcontractors who support this engagement?	Per Section 2.4 Subcontracting, NYSIF will review any subcontractor's completed Appendix V and Vendor Responsibility Questionnaire.
22	12	Section 2.4 – Subcontracting	May subcontractors interact directly with Cisco TAC or NYSIF, or must all communication go through the prime vendor?	Proposed subcontracted services must be indicated in the proposal.
23	6	Attachment 2 – Zero Dollar Mandatory Items	Should the vendor actively track and validate that all zero-dollar items remain active and associated with NYSIF's Smart Account?	The awarded vendor will be responsible for ensuring that all zero dollar items are provided as indicated on Attachment 2 - Cisco Zero Dollar Mandatory Items.
24	6	Attachment 2 – Zero Dollar Mandatory Items	Do zero-dollar items fall under the EA bundle or are they standalone entitlements requiring separate lifecycle tracking?	There are both EA and non-EA zero dollar items.
25	11	Section 2 – Technical Specifications	Is the vendor expected to support integrations with third-party systems such as SIEM, IAM, monitoring, or ITSM tools?	No.
26	11	Section 2 – Technical Specifications	Does NYSIF expect guidance/support around configuration backup, policy management, and compliance tooling for Cisco platforms?	No.
27	11	Section 2 – Technical Specifications	Is any implementation or migration work expected at contract start, such as onboarding licenses into the Smart Account?	No.
28	11	Section 2 – Technical Specifications	During the contract term, does NYSIF anticipate requesting configuration support when new EA features are activated?	No.
29	11	Section 2 – Technical Specifications	Can NYSIF clarify whether this engagement is intended to be transactional (license/admin only) or more managed-services oriented?	This a reselling opportunity only.

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Question #	IFB Page #	IFB Section and Sub-Section Reference #/Heading	Question	NYSIF Response
30	11	2.1 Mandatory Requirements	Does NYSIF want to only see the zero dollar skus listed in attachment 2 or all zero dollar skus associated with this procurement including the ones listed with a quote referenced?	The awarded vendor will be responsible for ensuring that all zero dollar items, as indicated on Attachment 2 -Cisco Zero Dollar Mandatory Items, are provided. Every SKU on Attachment 1 - Fee Schedule must have a unit cost indicated regardless of if it is zero dollars or otherwise.
31	15	4.2.4 Appendices	Would you like us to also attach a quote with our response and separate OGS SKUs and open market quote SKUs as part of our submission?	OGS SKUS and pricing are not relevant to this IFB. This solicitation is not via OGS.
32	15	4.2.4 Appendices	Are Cisco's terms and conditions also acceptable with the submission or should be left off of our bid response?	Terms and conditions that are exclusively between the manufacturer and reseller are not relevant to the IFB. Any terms and conditions applicable to NYSIF should be included.
33			Can you please confirm what is required? I see three documents that contain multiple part numbers and the vendor is confused as to what is needed by the customer. I provided the vendor with three documents. The one titled Fee Schedule,Cisco Zero Dollar Mandatory Items & Part Supplemental. The vendor only provided a quote for Attachment 3 - Part Supplemental. They are saying the following thing: We're able to provide pricing for the portion confirmed as a renewal. However, we're not certain from the customer's perspective whether the other attachments are net new or renewals without further confirmation. Please let us know how to proceed	Quotes must be provided on Attachment 1 - Fee Schedule. Attachment 2 - Cisco Zero Dollar Mandatory Items lists items that must be provided as part of this IFB to NYSIF at zero cost. Attachment 3 - Part Supplemental is for informational purposes only. All items in Attachment 3 are included within Attachment 1 and Attachment 2.
34		20251104__Attachment 1 - Fee Schedule, 20251104__Attachment 2 - Cisco Zero Dollar Mandatory Items and 20251104__Attachment 3 - Part Supplemental	We are working on this proposal requirement and working with distributors on the same. However, they wanted to know if the products listed in the excel are all up for renewals or are new products to be procured?	See response to Question 33.