3.2 WITS 3 Technical Support Services (L.30.1.3.2)

The WITS 3 contract envisions the provision of service to the Service Delivery Point (SDP), which could reach all the way to GSA desktop. Level 3 has augmented its own network technical support services with a comprehensive suite of services from large and small businesses. These services reach the most extended service delivery point, your desktop.

3.2.1 Description of Proposed Services (L.30.1.3.2.1, Req_ID 799)

The Level 3 team proposes a wide variety of technical support professional services in support of network services available to WITS 3 customers. Table 3.2-1 provides a detailed description of the Level 3 Team’s technical support services labor categories available to WITS 3 customers. These services will be performed by Level 3 and our subcontracting team.

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### Table 3.2-1: Description of the Level 3 Team’s Labor Categories for Technical Support Services

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### 3.2.2 Added Value of Proposed Services (L.30.1.3.2.2)

- [List of added value points]
- [Additional points]
- [More detailed points]
- [Further elaboration on added value]
- [Noteworthy aspects]
- [Concluding remarks on added value]