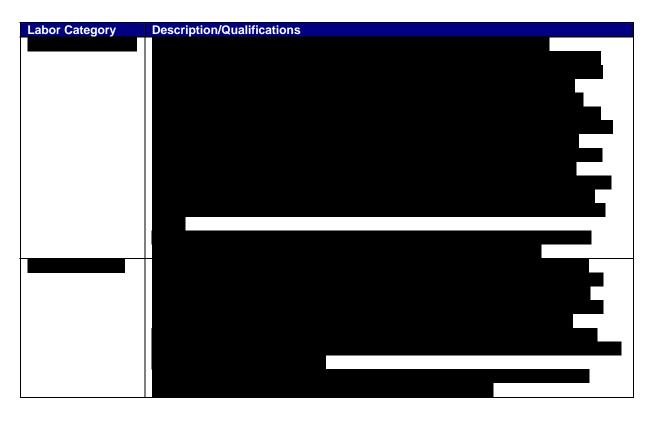## 3.2 WITS 3 Technical Support Services (L.30.1.3.2)

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.

Labor Category	Description/Qualifications

Labor Category	Description/Qualifications
███████ ███████ ███ ████ ██████	██ ██ █████████████████████████
█████ ███ ████ ██████	██
███████████	██
███████████	███
████████ ████████	██

Labor Category	Description/Qualifications
███████████	██
███████████	██
███████████	██
███████████	██
███████████	██

Labor Category	Description/Qualifications

Labor Category	Description/Qualifications

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

3.2.2 Added Value of Proposed Services (L.30.1.3.2.2)

PAGE INTENTIONALLY LEFT BLANK