3.0 Management Response (L.30.2.3)

In Volume 2, "Management and Operations," Level 3 is pleased to respond to the GSA WITS 3 Request for Proposal (RFP), Section C.3, C .5, L.30.2.3, and M.2.2. Items within this response are aligned with the instructions in RFP Section L.30.2.3.2 and evaluation criteria in Section M.2.2 , and detail the Level 3 service management and operational capabilities to support the GSA WITS 3 Program.

The required deliverables are contained in Attachment 1, and Appendices A through J, include the items requested in the RFP Section s L.30.2.3.1 and L.30.2.3.2, and are developed in accordance with the requirements in Sections C and G.

Level 3 customers include some of the largest telecommunic ations services companies, Government agencies, and Fortune 500 companies. Telecom-munications providers include both local and long distance carriers, as well as wireless and cable companies.

Headquartered in Herndon, Virginia, the Level 3 Government Markets Organization supports the full spectrum of our products and services. ███████ ███ ███ ███ ███ ██████████████████████████████████████ We will apply this extensive management and operations experience to ensure successful implementation of the WITS 3 program.

3.1 Support Systems (L.30.2.3.1, M.2.2.1 , Req_ID 174)

Level 3's approach to providing support systems for WITS 3 incorporates

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████████████████████████████████ Our WITS 3 OSS will operate 24 X 7 and

achieve a Service Level Agreement (SLA) ██████████████████████. From

inception, Level 3's current award-winning OSS has included strong authentication,

high availability, ease of use, a single source of record, and high throughput. Our

OSS also supports our Disaster Recovery, Business Contingency Planning (BCP),

and COOP Program capabilities.

To meet specific GSA Networx Enterprise requirements, ████████████████

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Level 3 understands that successful completion of testing is required prior to the

issuance of orders under the WITS 3 Program. In accordance with RFP

requirements, OSS verification testing will be performed in concert with the OSS

Verification Test Plan found in Appendix D.

The high level diagram shown in *Figure 3.1-2* provides a sample screenshot of Level 3's customer facing portal that will be used for WITS 3.

3.1.1 Quality of Systems (M.2.2.1.a))

Within this section Level 3 describes our approach and capability to provide compliant support systems for service ordering, operational support, billing, trouble handling, training, and customer service as described in Section 3.2 of the RFP.

3.1.1.1 Service Ordering (C. 3.2, Req_ID 179, 197, 199)

Level 3 will leverage state-of-the-art portal technologies, using COTS software, to enable a secure web-based ordering system, as well as effectively supporting the additional direct ordering formats required by the Government. ██████████████

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An agency user accessing the WITS 3 portal will see a customized homepage depicting products of interest and areas of concern. Government agencies and users will be able to access product and services order information, project status, contact information, and tools from the portal. Some of these are interactive; others may provide more static information. Static information typically includes product information, pricing, service guidelines, and contact information.

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Provide Price Quotes (C.3.2.1, Req_ID 204, 205, 206). The WITS 3 portal will provide a web-based user interface for ordering, configuring, tracking, and pricing. This system features a configuration services component that validates configurations and pricing for given services to ensure that service elements combinations are valid, considering rul es and constraints that are imposed by either technical or business requirements.

[REDACTED]

Initiate Service Orders (C.3.2.2 , Req_ID 207, 213, 216, 217, 218). [REDACTED]

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Level 3 will provide an updated description of our service ordering system, procedures, and related ordering internals within 30 days of contract award.   GSA will be notified 60 days prior to any changes in the service order format or content, and training will be provided to CORs, COTRs, and DARs prior to implementation.

Track Service Orders (C.3.2.3, Req_ID 227, 228). ██████████████████
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Change Service Orders (C.3.2.4, Req_ID 229). ███████████████████

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Accept Orders (C.3.2.5, Req_ID 230, 231, 232). ██████████████████

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3.1.1.2 Operational Support Services (OSS) (C.3.3, Req_ID 179, 238, 239, 247)

Level 3's OSS includes support for all of the following activities:

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Inventory Management (C.3.3.5, G.1.2.5, Req_ID 239, 240, 242-245, 261-263). Inventory reporting will be available via the WITS 3 Web Portal to authorized users. A current inventory of all installed services by customer and building will be available in real time, based upon completed service order activity. Our Inventory Management module can also be used to reconcile invoices, as required. [REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Level 3 will coordinate with [REDACTED]

[REDACTED]

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user access privileges. Once the data is entered into the authorized personnel user database, ██ ██████████████████████████████████ Only authorized users specified by GSA or individual agencies will be able to obtain restricted access credentials.

WITS 3 Subscriber User Roles: The Government requires at least ████████ ████████████████████████████████

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To provide access control restrictions for major sections of the web site, content will be broken out into modules and stored into a Module Table.   Currently defined modules are:

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The overall access control mechanism, using the tables and processes described above is shown in the Entity Relationship Diagram (ERD) illustrated below in **Figure 3.1-6**.

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The WITS 3 portal provides ████████████████████████████████████

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Level 3's Initial Security Plan is found in Appendix G.

3.1.1.3 Billing (C.3.4, Req_ID 179, 280, 282, 296, 308, 319, 320, 327)

As shown in *Figure 3.1-7*, the WITS 3 Portal and billing system will provide a secure, real-time, web-based billing and invoicing, as well as inquiry and dispute system that conforms to the GSA requirements documented in the WITS 3 RFP.

Level 3 uses

We will ██

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Level 3 will provide two methods of billing: Centralized and Direct. The GSA ACO will notify Level 3 which method to use for each customer.

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███. Disputes may also be entered through the WITS 3 portal. The WITS 3 portal will enable WITS 3 Program users to generate disputes to be captured in ██████████████████████████████

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In addition to being an integration platform , the ████████████████████████████

██ It is a highly flexible system that can easily be configured to accommodate the GSA suite of products, the Government-specific data elements needed for billing, such as Contract Line Item Number (CLIN), Billing Account Codes (BACS) and Agency Bureau Code (ABC), the billing type (direct and and or centralized), the GMS fee structure , and exceptions.

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3.1.1.4   Trouble Handling (C.3.5, Req_ID 179, 329, 330, 331)

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3.1.1.4.1 Technical Customer Account Management (Req_ID 332 -335, 341, 344)

The WITS 3 Portal will ██

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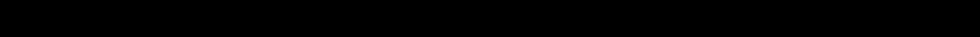
   Level 3 customers benefit from a single point -of-contact, ████████████████████

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Level 3 will resolve trouble reports on a routine and emergency basis. The Level 3 customer service process related to service management is found below in *Figure 3.1-9*. If an issue arises, the agency user can place a call to the Level 3 toll - free number. ██████████████████████████████████████ ████ A ticket is created that tracks the problem and provides a reference identification used when tracking the status of the issue. They then initiate a number of tests and processes to determine fault and prescribe a fix. ████████████ ███

3.1.1.5 Customer Training (C.3.6, Req_ID 346, 347, 348, 349)

The WITS 3 training solution provides access to training m aterials through an access-controlled learning management system integrated within the WITS 3 portal. This solution is based upon Level 3's internal training program which uses █

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The PMO will track training activ ity for required reporting on enrollments and completions. Training will be provided as part of the basic service when a WITS 3 service or feature is being provided to a site for the first time, a new service is being introduced, or when a major upgrade is being implemented. Training will be available on Government premises, Level 3 premises, or through the WITS 3 portal at the discretion of the Government.

Level 3's WITS 3 Training Plan can be found in Appendix A of this Volume.

3.1.1.6 Customer Service Systems (C.3.7, Req_ID 198, 377)

Customer support is crucial for the effective execution of GSA and the agencies' missions. As a provider of network and telecommunication services, it is our goal to provide industry leading service delivery. This is what drives our focus on customer support. Our service excellence begins with a team of experienced Level 3 customer service professionals led by the Customer Service Manager who is also the assigned Deputy Program Manager within Level 3's Program Management Offi ce (PMO) discussed later in Section 3.2.5 of this volume . This customer support team will deliver customer support services following the requirements WITS 3 Program RFP Section C.3.4.

Customer Support Philosophy and Approach (Req_ID 175). WITS 3 will be delivered and maintained by an experienced program management team, staffed by key Level 3 personnel who will be responsible for the business operations requirements of WITS 3. A key element within the PMO will be the Level 3 Customer Service Office (CSO). Level 3's PMO and CSO will work in collaboration with the WITS 3 Program Office to provide program strategy, performance monitoring, and contractual compliance.

The Level 3 CSO will support the PMO throughout the lifecycle of the WITS 3 Program and will be responsible for the delivery of products, services and support, and will be the primary point of contact for all operational issues after service is accepted. The following established key customer support objectives will ensure excellent customer service for WITS 3 users:

- Deliver all services on time and in accordance with contract specifications
- Maintain an exemplary level of quality with all expectations exceeded

- Maintain an exemplary level of safety with zero tolerance for unsafe acts; continually take steps to raise the safety awareness of employees, subcontractors, vendors, and agents through extensive hazard analysis and training

- Perform timely and accurate estimates and cost projections and apply effective cost management and cost accounting practices

- Perform work necessary to achieve Final Acceptance for each service within the timeframes as approved by WITS 3

- Partner with the WITS 3 Program Office on all aspects of their efforts to establish execute their mission at home and abroad

- Provide responsive and accurate data for management control and program monitoring

- Anticipate and mitigate schedule, cost, and technical risks

To assemble the necessary resources to support the WITS 3 Program the Level 3 CSO will draw on the broad resources of the entire Level 3 organization. In conjunction with the PMO, our CSO organization contains two elements:

1. A dedicated focus on understanding all WITS 3 user requirements
2. A delivery team derived from our standard product support organizations

These dedicated resources will support the WITS 3 PMO to ensure service by a team that is aligned with the Program's goals, processes and regulations, as well as being tuned to the WITS 3 Program complexities—program management, implementation coordination, service management, and contract management.

Customer Support Capabilities (Req_ID 373). Another element of the Level 3 strategy leverages additional existing support capabilities and processes to fulfill the WITS 3 Program requirements. These "mainstream" elements will take full advantage of the Level 3 infrastructure, which delivers similar excellent service to other major customers including some of the world's largest telecommunications

providers. They demand and receive the highest quality service and support from Level 3.

As one of the industry leaders in telecommunications, Level 3 regularly faces and overcomes business challenges. These challenges provide the opportunity for growth and result in a unique understanding and perspective of our customers. This insight allows Level 3 to partner with larger customers, instilling a high degree of confidence in providing a CSO that maintains global support for a large community of diverse users. Our CSO is available 24x7 and serves as the primary point of interface for Level 3 customers.

As the primary point of interface, the CSO handles a wide range of service needs such as general inquiries, product and service information, service inquires, order acceptance, billing inquiries and issues, training registration and scheduling, an d technical support.

Level 3 provides the capability necessary to handle all service needs ensuring that each process is sound and effective to meet or exceed the Government's diverse needs.

General Inquiries (Req_ID 374). Government agencies can contact t he CSO in a variety of ways at any time of the day or night. Inquiries can be made by calling the Technical Customer Account Management center toll-free line, using the WITS 3 portal, or through email. Once a general inquiry is made, the CSO will provide a ticket number to track the inquiry. The CSO will provide the requested information or reach out to the internal Level 3 teams to get the needed information. This information is then expeditiously forwarded to the customer.

Product and Service Information. All product and service information can be obtained online. If a customer has additional questions, they can contact the CSO for information regarding products and services. Information can also be sent soft copy using either email or by sending a hard co py through the postal service.

Service Inquiries. Our WITS 3 portal provides real-time responses to service inquiries. Customers have the option of obtaining information regarding their inquiry; they will either download the information using the tools and queries available online or they can speak directly with a Technical Customer Account Manager (TCAM).

Order Acceptance. Should a customer inquire about an offered service or want to check on the status of an order, the customer can do so online through the WITS 3 portal. Once they have created a secure user account and placed an order, their access to order status information starts immediately using the service order number to track their request. Level 3 focuses ███████████████████████ ██ ██ ██ ██ ██████

Performance Measuring. ███████████████████████████ ██ ██ ██ ████████

Billing Inquires and Issues. Should a Government agency have a billing inquiry or issue, they can contact the CSO, submit the request online, or contact the billing department directly. Any of these methods will result in an immediate generation of a ticket that will track the resolution of their request. The CSO will ensure that all orders are processed through to billing; that data content of the billing application is accurate; that the invoices are created, balanced and tied to the inputs; that reports are generated; and that files are transmitted to the agency. The

CSO is accountable for the on-time delivery and accuracy of the content of the files and tracking of all metrics in support of the customer SLAs.

Technical Support (Help Desk) (Req_ID 378, 380). Live technical support is maintained 24x7. Level 3 has ████████████████████████

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3.1.2 Customer Access (L.30.2.3.1, C.7.3, C.7.4.2, M.2.2.1.b))

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Standard Navigation for the site, based on the design of the Level 3 corporate web site, will be adapted for the WITS 3. The top of the page will have the major modules of navigation. The left side will feature navigation for the individual modules. Each page will have a header image and a footer containing copyright information.

Our web hosting design proposal for WITS 3 is based on our corporate web site (www.Level3.com). Hardware failover is supported by [REDACTED] The WITS 3 portal will be developed to provide the same robust, scalable, and fault tolerant environment we have in place for our commercial customers.

3.1.3 Utility (L.30.2.3.1, M.2.2.1.c)

The WITS 3 portal site will be a logical extension of the public web site providing properly credentialed users restricted access to Contract Operational Administrative Data (COAD). [REDACTED]

Some service offerings may overlap in functionality offering the Government some alternatives in meeting specific telecommunications needs. Where such alternatives exist, Level 3 will add a brief overview and suggest that the agency contact the Account Director (AD) for further information to help evaluate alternatives.

Level 3's draft Client's Guide is found in Appendix B.

Level 3 WITS 3 Contract. Upon receiving notice to proceed, Level 3 will prepare a proposed redacted version of its WITS 3 contract in accordance with Freedom of Information Act guidelines. The proposed version will be submitted to the GSA contracting officer for approval. Upon reaching an agreement with the GSA contracting officer, this contract will be posted in Hypertext Markup Language (HTML) format on the public web site within 30 days of approval.

Points of Contact. The Level 3 public web site will include POC lists for both the GSA and specific agency. The initial list will be implemented on the web site 30 days after contract award. POCs for GSA will consist of key personnel in the PMO and CSO office, as mutually agreed. POCs for agencies will include CSO key personnel, the Level 3 AD and Sales Engineer (SE) assigned to that particular agency, and any other agency specific resource.

Service Order Status Information: A link will be provided on the WITS 3 portal allowing restricted access to order status information contained in the Quotes and Orders DB. This DB contains all order requests associated with the WITS 3 contract. Agency users will be able to see only the order status information pertaining to their agencies. Accessing this link enables the authorized user to see the information below:

3.1.4 Integration (L.30.2.3.1, M.2.2.1.c))

The WITS 3 Portal architecture is service-oriented and will directly interface with our Operational Support System (OSS) through secure authentication web services. This system will provide subscribers with a real-time, but restricted, view into the OSS containing various databases and marts which will populate the reports and systems of the WITS 3 program.

In developing our portal architecture,

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    The Level 3 service-oriented system architecture provides a collection of service components for supporting specific business applications. ████████████████

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Government without significant development or re-architecture.

    Information will be displayed on the customized WITS 3 dashboard for use by designated PMO and agency staff members. This dashboard provides a single infrastructure view which is color coded and metric driven to provide critical information about the status of the network.