

**INFORMATION TECHNOLOGY EXPERTS, Inc.**



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A woman with dark hair, wearing a maroon long-sleeved top, stands in the center of a server room with her arms crossed. Behind her, two men are visible: one in a green shirt and one in a light blue shirt. The room is filled with server racks on both sides, with various equipment and cables visible.

# **Enterprise IT Solutions**

**Government Capabilities**

**The intelligent use of technology**

# Vision & Mission Statements



INFORMATION TECHNOLOGY EXPERTS, Inc.

## Vision statement

ITX delivers world-class IT solutions to our customers' business infrastructure with **trust** and **integrity**.

## Mission statement

The ITX team delivers **best-value** IT solutions, partnering with our customers to help achieve their goals. We provide quality products, solutions, and services – **on time, within budget**.



# About ITX



INFORMATION TECHNOLOGY EXPERTS, Inc.

- Founded in 1996
  - 2008 revenues of \$13.5M
  - 31% annual average growth rate
  - SBA Small Business
    - GSA STARS
    - GSA Schedule 70
    - GWAC
  - 130 employees
  - Headquartered in Fort Collins, CO
  - Supported USDA since 1999
- Award-winning Team
    - 2006 Winner **USDA**  
*SDB Contractor of the Year*
    - 2006 Winner **SBA-Colorado**  
*Small Business Persons of the Year*
    - **Inc. 5,000** list of America's fastest growing private companies, #2511

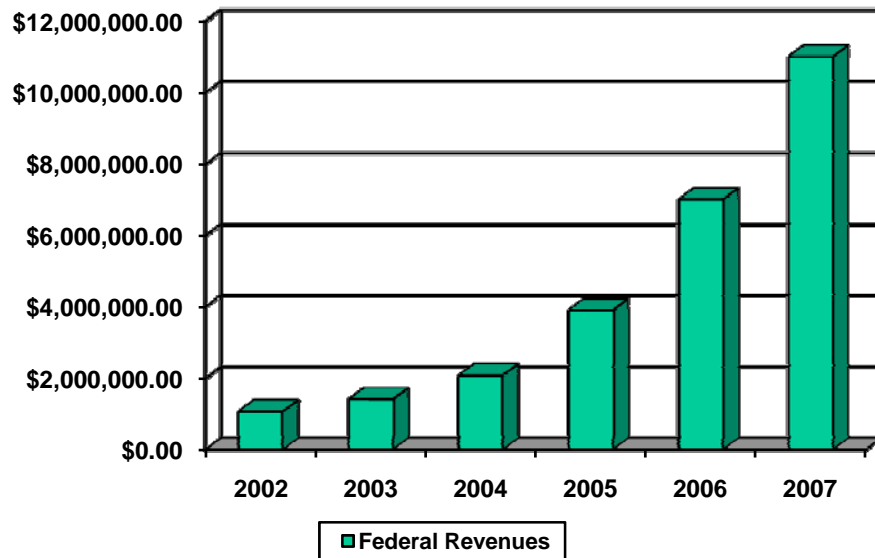


# Sustained Annual Growth (31%)

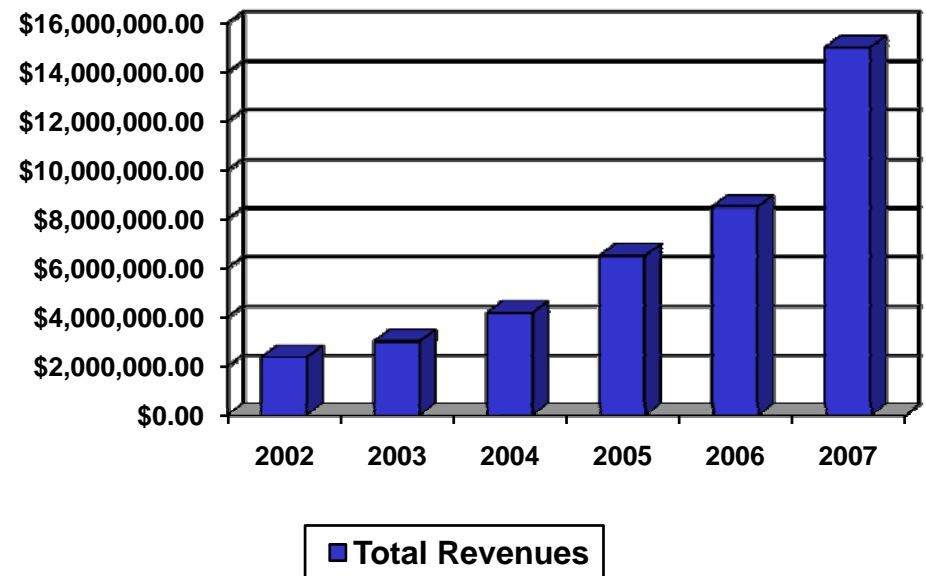


INFORMATION TECHNOLOGY EXPERTS, Inc.

### Federal Revenue Growth \$40M in Federally Awarded Business



### Total Company Growth



# What We Do



INFORMATION TECHNOLOGY EXPERTS, Inc.



- IT Support Services
- Systems Administration
- Technical Help Desk
- GIS Services
- Applications Test Management
- Software / DBA
- Project Management
- VoIP Phone Systems

# Technical Qualifications (samples)



INFORMATION TECHNOLOGY EXPERTS, Inc.

## Networks

- Windows/Unix/Linux
- Active Directory
- DNS
- SMS
- MS Exchange
- Symantec Backup

## Security

- Firewalls
- Spam
- Anti Virus
- SonicWall / Juniper / Cisco
- Secure wireless
- Routers
- Managed services & monitoring

## Hosting

- 24x7 support
- Controlled environments
- Redundant power
- Layered security
- Clustering
- Load balancing

## SW & Databases

- Oracle 8i, 9i, 10g
- SQL Server
- .NET, C#
- Visual Basic
- JAVA
- ArcInfo

## VoIP

- Installs & setup
- Network configuration
- ShoreTel partner



# Certifications (samples)



INFORMATION TECHNOLOGY EXPERTS, Inc.



- PMP – Project Management Professional via PMI

- Microsoft Gold Certified Partner

- Oracle Partner



- ShoreTel Certified Sales & Engineer



- SonicWALL Gold Partner

- Network Certifications

- MCSE, MCSE+/, MCP, CNE, ECNE, Master CNE, Dell



- Security Classifications

- CISSP, SANS Giac, Cisco, Checkpoint, SonicWALL, Fortinet

- ITIL Certifications

## Government Certifications

- SBA SDB

- DBE – State of Colorado, City and County of Denver

- SBE – Regional Transportation District

- 8(a) – Denver Public Schools

- 8(a) – Rocky Mountain Minority Supplier Council



# GSA Schedule 70: GS00F0028N



## SIN 132-51 – IT Professional Services

D301	IT Facility O&M
D306	IT Systems Analysis Services
D307	Automated Information Systems Design & Integration Services
D308	Programming Services
D310	IT Backup and Security Services
D311	IT Data Conversion Services
D316	IT Network Management Services
D399	Other IT Services, NEC

# 8(a) STARS – GSA GWAC GS-06F-0399Z



Functional Area	Description
FA1 NAICS 541511 <b>Customer Computer Programming Services</b>	Software Programming   Computer Software Support Services   DB Design   Software Analysis, Design, Programming & Testing   Web Design
FA2 NAICS 541512 <b>Computer Systems Design Services</b>	BPR   Cabling & Wiring   CAD/CAE/CAM Services   System Integration, Analysis & Design   Hardware & Software Consulting Services   LAN/WAN   Network Design & Installation
FA3 NAICS 541513 <b>Computer Facilities Management Services</b>	Computer Operations & Support   End User Support   Help Desk Network Management   HW & SW Maintenance   Facilities Management
FA5 NAICS 541519 <b>Other Computer Related Services</b>	Disaster Recovery   Contingency Planning   IV & V   Documentation IAS   Software Installation   Virus Detection/Recovery

# Sample Client List



INFORMATION TECHNOLOGY EXPERTS, Inc.

## GOVERNMENT

- Department of Energy (DOE)
  - Western Area Power Administration (WAPA)
- U.S. Department of Agriculture (USDA)
  - U.S. Forest Service
  - Natural Resources Conservation Service (NRCS)
  - Rocky Mountain Research Center
  - Farm Services Administration (FSA)
  - Natural Resources Information Systems (NRIS)
  - Information Technology Services (ITS)
  - Office of the CIO (OCIO)
    - Telecommunications Service Org (TSO)
    - Cyber Security
    - Information Technology Services (ITS)
    - WDC Large Office
- Maryland Army National Guard
- National Parks Service (NPS)
- City of Brighton, CO
- City of Wheat Ridge, CO
- Colorado State University
- Larimer County, CO





## COMMERCIAL

- Hewlett-Packard
- GeoVeritas (Deere Co.)
- Microsoft
- The Group Inc. Real Estate
- Big O Tires
- Everitt Companies
- First Farm Bank
- Ft. Collins Area Chamber of Commerce
- 130+ additional commercial clients in CO



# Past Performance Software & Related Services



 <p><b>Forest Service Natural Resource Information System (NRIS)</b></p>	<p>Structured Analysis, Design, and Development; Web Development, Windows CE, Oracle 8i, JLEE, .NET, C#, C++, ADO.NET, XML, ESRI family products incl. ArcMap, ArcCatalog, ArcPad</p>	 <p><b>Forest Service Forest Health Technology Enterprise Team (FHTET)</b></p>	<p>Data Architecture Development; Software Development; Implementation; Database Development &amp; Admin; System Analysis &amp; Design; Programming; Testing; Maintenance .NET; SQL Server; C++, Oracle 9i; JavaScript</p>
<p>DB admin, applications development, and DBA support. Services include: SW development, testing, maintenance, support, and documentation for the NRIS database applications and related products; app development, maintenance, testing, support, and documentation of Regional legacy data NRIS loaders to migrate data into the NRIS database; user and security management; Oracle SW installation/upgrades/patches; performance analysis; DB &amp; object reorg; Oracle config; DB copy, backup/recovery &amp; setup; datafile I/O balancing; new DB setup; version migration; capacity analysis &amp; parameter settings; maintenance &amp; updating of documentation; custom user training; and program/project management.</p>		<ul style="list-style-type: none"> <li>• Software development and documentation for operating system software, including:             <ul style="list-style-type: none"> <li>• Database management systems</li> <li>• Application version control &amp; quality assurance</li> <li>• Simulations modeling, security</li> <li>• Data communications software</li> <li>• Network management</li> </ul> </li> <li>• Remote sensing data acquisition; imaging analysis &amp; GIS functions</li> </ul>	
 <p><b>The Group, Inc. Real Estate (TGI)</b></p>	<p>Structured Analysis, Design, &amp; Development; Software Maintenance &amp; Support; Web Deployment using .NET, Oracle 9i &amp; 10g, C#, Windows 2003, MS Access, LAN/WAN architecture</p>	 <p><b>Animal and Plant Health Inspection Service (APHIS) Veterinary Service</b></p>	<p>.NET, SQLServer, Oracle, Lotus Domino, Notes, Java, Axis2, JSP, Struts, Spring, Hibernate, Eclipse – IDE, SVN (subversion) – source control, Ant – build, JUnit – unit testing framework, EclEmma – code coverage tool, Tomcat, Oracle Application Server</p>
<ul style="list-style-type: none"> <li>• Software application &amp; Oracle DB support of TGI's proprietary software StarShip – a complex Oracle/Access DB connecting buyers, sellers, and properties</li> <li>• Installation &amp; setup of multiple Oracle DBs</li> <li>• Data conversion &amp; migration</li> <li>• Redeveloped StarShip front-end from MS Access to a Web-based application using the .NET Framework and C#</li> </ul>		<p>ITX is leading several agency-related projects to enhance and expand existing APHIS applications for deployment to a national user base and integration with other business-critical apps. The systems include support of the Emergency Management Response System (EMRS), development of the Emergency Qualifications System (EQS), development of a web-based data exchange between State systems and the EMRS, and development of a modeling tool called the EMRS Saturation Module, used to model resource impacts based on various potential disease outbreaks.</p>	

# Past Performance

## IT Support Services & Help Desk



**USDA USDA**



Office of the Chief Information Officer – OCIO / POD / ITS  
WDC Large Office End-User IT Support Services\*

- Provide technical support to the ITS DC offices located in Washington, DC; Beltsville, MD, and Alexandria, VA, including:
  - HW & SW installation, upgrades, troubleshooting, and compatibility
  - Plan & execute large office moves & relocations of IT equipment/network
  - Develop & maintain industry standard config mgmt using ITIL and MOF
  - Data backup & redundancies / offsite storage
  - IT equipment inventory and PC transfers
  - Update PCs, servers, and UNIX systems
  - Telecommunications support for LANs/WANs
  - Security patches & virus protection measures
  - HW & SW testing & evaluating
  - Support, repair, & maintenance of all peripheral equipment
  - Project management

**USDA USDA**



Information Technology Services (ITS) (NRCS, RD, FSA)

- **National Service Desk:** Direct services to 23,000 users & indirect support to 250,000 users
  - Monthly volume averages 6,000 calls
  - Staff operates in 3 locations: Fort Collins, St. Louis, Kansas City
- **Local desktop support** to 150 staff members at NRRC in Fort Collins, CO
  - Data protection / e-authentication
  - Technical support to HW & SW installation
  - Troubleshooting and compatibility
  - HW & SW communications support to the LAN/WAN
  - Support, development, maintenance, and management of the Web Farm

**USDA USDA**



Farm Service Agency (FSA)

- Conduct stress testing of agency applications and provide testing and results analysis and reporting, including:
  - Stress Lab procedure documentation
  - Test Plan documentation
  - Test Execution/Analysis
  - Test Results documentation
  - Project Management deliverables required for Earned Value (EVMS)
- Utilize MS Office, Rational Test Studio Suite, Mercury Loadrunner, J meter, Java, WebSphere, XML, HTML, Structured Query Language, Oracle, DB2, MQ Series, Proxy Sniffer, Performance Monitor, OPNET tools, SNMP poller tools, and computer programming.



**DOE**

Western Area Power Administration (WAPA) UGP

Oracle and SQL Server administrative services to WAPA Upper Great Plains Region. Support includes ensuring integrity and consistency of data; monitoring and optimizing database performance; implementing efficient data mining techniques; managing disk usage; administering data dictionary; ensuring security, backup, and recoverability of databases; assigning access rights; reducing redundant storage; sharing common data among users; and supporting and implementing agency configuration management guidelines.

# Forest Service FHTET



INFORMATION TECHNOLOGY EXPERTS, Inc.



- National Applications Support
- Database administration support
- Software & database development
  - Database management systems
  - Application version control & quality assurance
  - Simulations modeling, security
  - Data communications software
  - Network management
- Remote sensing data acquisition; imaging and GIS functions



# Department of Energy

## Western Area Power Administration



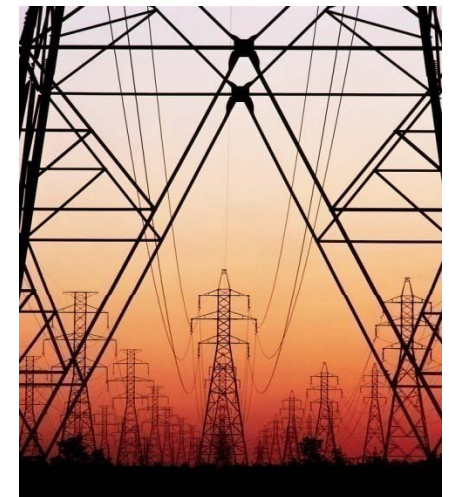
INFORMATION TECHNOLOGY EXPERTS, Inc.



U.S. DEPARTMENT OF  
**ENERGY**



- Software, web, database development & maintenance
  - Programming with SQL for OCDBs, transactional DBs, relational DBs, flat file DBs, data warehouses, data marts, and general DB structures
  - Develop code to connect to DBs using ODBC, OLE DB, native DBs
  - Data mining techniques
  - Support query tools, report tools, and middleware to connect desktop environment to DBs
- Program management
- Systems support & administration
- Network security
- Tier 1 & 2 end-user support



# USDA Project Overview



INFORMATION TECHNOLOGY EXPERTS, Inc.

## Information Technology, Customer Support Branch

- National Service Desk – ITS
  - Direct support for 23,000 users (250,000 indirect users)
- Supported rollout of 3,000 servers
  - Largest in history of Microsoft (39,000 users)
- Application & Web development support
- System Admin & PM support
- UNIX server/workstation support
- Web Farm security support
- Network Management services
- WDC IT Support Services  
(awarded Sept '06)



# USDA Project Overview



INFORMATION TECHNOLOGY EXPERTS, Inc.



## Information Technology Services (ITS)

- National Help Desk
  - Direct support for 23,000 users and indirect support to 250,000 users
  - Monthly volume averages 12,000+ tickets opened & closed
  - Locations in Fort Collins, St. Louis, Kansas City
- Supported rollout of 3,000 servers
- Tier 1 & 2 end-user support
- System Admin & PM support
- UNIX server/workstation support
- Web Farm security support
- Network Management services



# USDA Project Overview



INFORMATION TECHNOLOGY EXPERTS, Inc.

**USDA** United States Department of Agriculture  
Office of the Chief Information Officer

- National applications support
  - ITX developed & maintains USDA's Intrusion Detection System (IDS)
- Seat maintenance & end-user support



# USDA Project Overview



INFORMATION TECHNOLOGY EXPERTS, Inc.



- Subcontractor to EDS since 2001
- Help Desk & Network support
  - Monitors 3,000 MS Windows 2000/2003 servers
- National Application support
  - Software maintenance & enhancement support for the Program Loan Accounting System (PLAS)
- Network support
  - Microsoft Operation Management (MOM)



# National Parks Service (NPS)



INFORMATION TECHNOLOGY EXPERTS, Inc.

## VoIP Phone System Implementation

- 180 NPS employees
- 1 location
- ShoreTel VoIP solution
- Network upgrades required
- Installation completed October 2007



# City of Brighton, CO



INFORMATION TECHNOLOGY EXPERTS, Inc.



## VoIP Implementation



- 265 city employees
- 13 locations
- ShoreTel VoIP solution
- Network upgrades required
- Installation completed July 2006

*“Thank you ITX for installing our new ShoreTel VoIP system. Our users are simply delighted; it works and features are so much better than our old phone system.”*

Margaret Brocklander, IT Director  
City of Brighton



# References



INFORMATION TECHNOLOGY EXPERTS, Inc.



**USDA**

Office of the Chief Information Officer – OCIO / POD / ITS  
WDC Large Office End-User IT Support Services\*

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**USDA**

Information Technology Services (ITS) (NRCS, RD, FSA)

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**Department of Energy**

Western Area Power Administration

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**Forest Service**

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