

## ITX OVERVIEW

Information Technology Experts, Inc. (ITX) is northern Colorado's leading full-service IT support provider. Founded in 1996, ITX has 120 employees nationwide and posts a 31% average annual growth rate. ITX serves over 140 commercial and government customers from offices in Fort Collins, Denver, Colorado Springs, Colorado, and project offices nationwide. **ITX is a SBA 8(a) Small Disadvantaged Business (minority-owned) listed on the GSA Schedule 70 and GSA STARS contracts.**

ITX is an IT company owned and managed by IT professionals. Mr. Mai Tran, President, has 19 years experience in database management, data migration and conversion, telecommunications, system administration, network maintenance, and network management. Mr. Bruce Hottman, ITX Vice-President and Director of Government Operations, has 20 years experience in software project management and development, long-term technical migration plans, determining short- and long-term software application requirements, and supervising and directing technical teams.

**Award-Winning Management Team:** What differentiates ITX from our competitors is that ITX was recently honored with the prestigious 2006 USDA *Small Disadvantaged Business (SDB) Contractor of the Year* award. Additionally, ITX founders, Mr. Mai Tran & Mr. Bruce Hottman, won the 2006 SBA-Colorado *Small Business Persons of the Year* award from the Small Business Administration. Receiving these awards is a testament to not only ITX management, but to the hard work and dedication of the staff that put the success of their customers first.



Two recent contract awards of note include the:

- USDA Large Office Branch of ITS (Information Technology Services) – Washington, D.C. End-User IT Support Services.
- National Park Service (NPS), Fort Collins, CO – installation of a Voice over Internet Protocol (VoIP) phone system for 300+ users at multiple sites.

### Fast Facts:

- Founded in 1996 by Mai Tran & Bruce Hottman
- 10-year track record of success and growth
- 31% annual average growth rate
- 120 employees
- 2006 revenue of over \$10 million
- 140+ government & commercial customers
- Offices in Fort Collins, Denver, Colorado Springs, Colorado (plus project offices nationwide)
- SBA 8(a) Small Disadvantaged Business (minority-owned)
- GSA Schedule 70 and STARS
- DUNS Number: 030416809 / CCR Number: 1QST1

### Core Competencies:

- IT support services
- network design, administration, & support
- network security
- hosting
- database development, maintenance, and administration
- software development
- service center (help desk) operations
- VoIP and telecommunications

**Sample Awards and Recognition:**

- 2006: ITX named USDA *SDB Contractor of the Year*
- 2006: Mai Tran & Bruce Hottman, SBA-Colorado *Small Business Persons of the Year*
- 2006: NCBR Mercury 100 *Fastest-Growing Private Companies*, ITX ranked #22
- 2005: NCBR Mercury 100 *Fastest-Growing Private Companies*, ITX ranked #20
- 2004: 100 Best Businesses List (Fort Collins, CO)
- 2003: Colorado Top 50 Minority-Owned Businesses
- 2003: 3rd Fastest Growing Minority-owned Company in Colorado

**Government Customers (Federal and Local):**

- U.S. Department of Energy (DOE)
  - Western Area Power Administration – Upper Great Plains Region
- U.S. Department of Agriculture (USDA)
  - ITS, Large Office Branch, Washington, D.C.
  - Animal & Plant Health Inspection Service (APHIS)
  - Forest Service (FS)
  - Natural Resource Conservation Service (NRCS)
  - Rural Development (RD)
  - Farm Service (FSA)
  - Rocky Mountain Research Center
  - Office of the CIO (OCIO)
    - Telecommunications Service Organization (TSO)
    - Cyber Security
    - Information Technology Services (ITS)
- National Park Service
- City of Pueblo, CO
- City of Brighton, CO
- Larimer County, CO
- Colorado State University

The tables below show a high-level overview of ITX’s experience and services provided to some of our Federal and local government customers.

	Database Support	Software Development / Support	Hardware Architecture Support	Help Desk	Systems Administration	Desktop Support	Network Support	Continuity of Operations	Test Lab Support	Web Design	Tech Writing	Voip /Telecom
<b>USDA: WDC ITSS</b>				•	•	•	•	•				
<b>USDA: APHIS/VS</b>	•	•	•	•	•					•	•	
<b>DOE: WAPA UGP</b>	•			•	•	•	•	•				
<b>USDA: ITS (NRCS, RD, FSA)</b>	•		•	•	•	•	•	•	•		•	
<b>USDA: OCIO, NTSO</b>			•		•	•	•	•				
<b>USDA: (subcontract to EDS on ITSS 2)</b>	•	•	•	•	•		•					
<b>USDA: FS, FHTET</b>	•	•			•		•			•	•	
<b>USDA: FS, NRIS</b>	•	•				•				•	•	

	Database Support	Software Development / Support	Hardware Architecture Support	Help Desk	Systems Administration	Desktop Support	Network Support	Continuity of Operations	Test Lab Support	Web Design	Tech Writing	Voip /Telecom
<b>DOE: Western UGP</b>	•	•	•	•	•	•	•		•			
<b>City of Brighton, CO</b>			•									•
<b>National Park Service</b>												•
<b>City of Pueblo, CO</b>	•	•								•		

**CUSTOMER:** USDA OCIO Information Technology Services (ITS) Large Office Region  
**PROJECT:** Washington, DC Large Office IT Support Services  
**TIMEFRAME:** January 1, 2007 – December 31, 2011  
**REFERENCE:** Ms. Debbie Sanders, CO, Phone: (970) 295-5520  
 Ms. Juanita Griffen Zani, COTR, Phone: (202) 690-1520

Provide ongoing services to the Technical Support Division Large Office Branch, including technical support to the ITS DC Offices located in Washington, DC; Beltsville, MD; and Alexandria, VA:

- Serve as first point of contact for end users who require IT support.
- Provide technical support in the areas of HW & SW installation, troubleshooting and compatibility.
- Plan and organize the delivery of IT support to a US-wide customer base using approved Project Management strategies and techniques.
- Accurately and completely track all time and level of effort as a Charge Back Organization in accordance with negotiated Service Level Agreements (SLA's) with customers.
- Plan and execute large office moves and relocations of IT equipment and peripherals including network installations.
- Maintain the integrity of the approved, standard desktop image.
- Develop and maintain industry standard configuration management utilizing IT Infrastructure Library (ITIL) and Microsoft Operations Framework (MOF).
- Deliver software and hardware upgrades to the customer as they are approved for release.
- Protect data through the use of data backup and redundancy techniques and arranging for off-site storage of backup data.
- Provide support for IT equipment inventory and personal computer transfers.
- Provide telecommunications support for issues related to local area networks and wide area networks troubleshooting.
- Provide technical support for file and print servers and user desktop systems
- Provide support in the acquisition, and updating of PC's, servers, and UNIX systems, including the installation of components, the loading of software, testing new hardware, and individualized training or setup for users.
- Ensure the delivery of most current security patches and virus protection for ITS computer systems.
- Test and evaluate hardware and software, and participate on evaluation teams.
- Develop and maintain relationships with other ITS support entities to ensure quick and reliable response to customer requests.
- Provide technical support for the release of agency developed applications.
- Provide technical support for the repair and maintenance of printers, plotters, scanners and other peripheral equipment.

**CUSTOMER:** USDA Animal & Plant Health Inspection Service (APHIS) Veterinary Services  
**PROJECT:** EMRS & VSTA Support Services  
**TIMEFRAME:** October 1, 2006 – September 30, 2007  
**REFERENCE:** Mr. Howard Price, CO, Phone: (301) 734-5684  
Mr. Tim O’Neill, COTR, Phone: (970) 494-7290

- VSTA Notes Support – ITX provides Lotus Notes development support of the *Veterinary Services Time and Activities (VSTA)* system. Includes using Forms, Views, and Client; web development on UNIX or Windows servers with HTML, Java, J2EE, Struts, XML, JavaScript, and/or CSS; data migration from Notes to Oracle or Microsoft SQL Server.
- VSTA Help Desk Support – ITX supports the VSTA system by providing technical documentation support and by staffing a support desk to field, respond, escalate, and manage questions or problems from the VSTA user community.
- EMRS Notes Support – ITX provides Lotus Notes development support of the *Emergency Management Response System (EMRS)*. Includes using Forms, Views, and Client; web development on UNIX or Windows servers with HTML, Java, J2EE, Struts, XML, JavaScript, and/or CSS; data migration from Notes to Oracle or Microsoft SQL Server. Development performed in a rapid prototyping application development environment, utilizing business process management technology to automate business processes.
- EMRS Oracle/Java Support – ITX provides Oracle and Java development support of EMRS. Oracle development includes using Forms and Reports; revamping Oracle tables; and setting up LEI for automated data transfer to the Oracle tables. Java development includes providing enhancements to the WebService; relational queries, HTML relational reports, and web interface; web development on UNIX or Windows servers with HTML, Java, J2EE, Struts, XML, JavaScript, and/or CSS.
- EMRS GIS Support Development – ITX provides GIS expertise and Java development support of the EMRS. Involves GIS enhancements including upgrades to the current mapping module and determining requirements for the HTML viewer.
- EMRS Tablet PC Development – ITX provides Tablet PC development support of the EMRS. Involves development and support of mobile data collection applications using Tablet, Windows Mobile, and Digital Pen technologies; working with end users, developers, analysts, and management to create mobile enterprise applications; development, testing, documentation, training, and deployment of new applications to meet customer requirements.

**CUSTOMER:** USDA Information Technology Services (ITS) Technical Support Division (TSD)  
**PROJECT:** IT Support Services  
**TIMEFRAME:** April 1, 2006 – Present (current task expires September 30, 2007)  
**REFERENCE:** Ms. Sue Evans, CO, Phone: (970) 295-5425  
Ms. Kristi Hawks, COTR, Phone: (402) 437-5688

Provide support to the Natural Resources Conservation Service (NRCS) Systems Administration Team in maintaining the Information Technology Center (ITC) network infrastructure and in providing IT support to the ITC software development teams. Specific areas of support include the following:

- Provide on-site LAN administration, system administration, hardware & software troubleshooting
- Support in the development, maintenance, & management of the NRCS Web Farm, to include building & configuring web servers, managing web accounts, managing web farm logs, and ensuring intrusion detection, security updates, & security monitoring

- Provide technical support for NRCS HW & SW communications, ITC LAN & NRCS WAN
- Provide support in the acquisition and updating of PCs and Unix systems, to include installing components, loading software, testing new hardware, and providing user training or setup
- Provide technical hardware and software support for the ITC Microsoft Exchange e-mail system
- Provide upper level support to the NRCS National Service Desk
- Provide support for nationwide NRCS WAN Technology
- Provide expertise to facilitate the NRCS Windows OS Domain planning and implementation

**Accomplishments:**

- ITX was instrumental in the installation of the “CCE Workstation Update CD2.” ITX assisted with the CD2 installation which required a visit to each XP workstation at the site, this task was accomplished with minimal interruption to the client through careful scheduling and staggering work-hours.
- ITX examined the new Motion tablets and found critical software missing on the image. ITX reported the problem to the OCIO/ITS Inter-Operability lab and reconfigured all the tablets at the NRRC site. It also allowed the I/O lab to relay this fix to all other sites.
- ITX spearheaded the workstation image deployment effort, managing a smooth integration of the CCE AGLO domain.
- In support of the NRCS/ITC and OCIO/ITS Large office support in the Fort Collins campus, ITX was instrumental as the lead for the organization and installation of AGLO infrastructure servers.

**CUSTOMER:** USDA Natural Resources Conservation Service (NRCS)  
**PROJECT:** IT Support Services  
**TIMEFRAME:** October 1, 2003 – June 30, 2007  
**REFERENCE:** Ms. Debbie Sanders, CO, (970) 295-5520  
Mr. Bob Smith, COTR, (970) 295-5422

Provide support to the Natural Resources Conservation Service (NRCS) Systems Administration Team in maintaining the Information Technology Center (ITC) network infrastructure and in providing IT support to the ITC software development teams. Specific areas of support include the following:

- Provide on-site LAN administration, system administration, hardware & software troubleshooting
- Support in the development, maintenance, & management of the NRCS Web Farm, to include building & configuring web servers, managing web accounts, managing web farm logs, and ensuring intrusion detection, security updates, & security monitoring
- Provide technical support for NRCS hardware & software communications, ITC LAN & NRCS WAN
- Provide support in the acquisition and updating of PC’s and Unix systems, to include installing components, loading software, testing new hardware, and providing user training or setup
- Provide technical hardware and software support for the ITC Microsoft Exchange e-mail system
- Provide upper level support to the NRCS National Service Desk
- Provide support for nationwide NRCS WAN Technology
- Provide expertise to facilitate the NRCS Windows OS Domain planning and implementation

**Accomplishments:**

- In an effort to save costs and free up space for additional hosting, ITX worked in close coordination with NRCS development and operations staff to determine the proper placement of legacy applications. ITX assisted NRCS in moving most of the applications to the web farm; other applications were determined to be no longer necessary and were decommissioned.
- ITX was instrumental in the development of a migration strategy for the NRRC-ITC development servers

from the Nexus NT4 domain to the WFDev forest or the ONEI forest.

- As an effort to reduce costs of development workstation setup, ITX utilized both Microsoft Virtual PC and VMWare, loading the ITS/IOL core load and a Windows XP SP2 development load to enable a more flexible use of development tools and strategies.
- ITX used Virtual PC on development servers to reduce the number of machines required & minimize Virtual Server license cost.
- ITX provides support to the Web Farm developers through setup of Web Farm development servers and assisting the Web Farm with vulnerability scans to complete incident reports as required.
- Through collaboration and relationships with development personnel, ITX took on the monumental task of reorganizing the NRRC-ITC development servers into separate Web-based and non-Web Active Directory environments. This was a key success factor in the overall migration to the Active Directory Large Office environment.

**CUSTOMER:** USDA: Information Technology Services (NRCS, RD, FSA)  
**PROJECT:** IT Support Services & National Service Desk  
**TIME FRAME:** October 1, 2001 – September 30, 2006

ITX has received performance incentives for excellent performance each month since starting in 2001.

**National Service Desk:** Direct services to 23,000 users and indirect support to the 250,000 members of USDA. Monthly volume averages 6,000 calls. ITX staff operates in three locations: Fort Collins, CO; St. Louis, MO; and Kansas City, MO.

**System Administration & Desktop Support:** Hardware Architecture development in support of the CCE project for all of the agencies, NRCS, RD, and FSA. Local desktop support to 150 staff members at USDA NRRC in Fort Collins, CO. Direct support to the NRRC network, data protection, e-authentication, technical support to hardware and software installation (HW/SW), trouble shooting and compatibility, audio/visual support, HW/SW communications support to the LAN/WAN, and support in the development, maintenance, and management of the Web Farm.

**Project Management Support:** Support to the Common Computing Environment (CCE) Deployment team in the planning, implementation, and maintenance of project management; assistance in daily coordination and support of team projects with other CCE and ITWG teams, SCA offices and state IT personnel.

**Technology:** Technical HW & SW support; Active Directory, Common Computing Environment support; Windows 2003/2000/NT/98, Unix, Linux, Solaris, HP-UX, WAN/ LAN; server/ workstation OS; telecommunications, project & end-user support; Web Farm support. build/configure Web servers, MS-Exchange, MS-Office, X-terminal, ATM LAN, Hubs/hubs, PCs, Informix, SQL, SMS HW, Front Page, Home Site, Cold Fusion, Veritas NetBackup; Magic, MOM, and SUS, Warranty Issues; Unix, Windows, NTWeb Modernization, Network Upgrade

**CUSTOMER:** USDA-ITSS 2 (Kansas City/St. Louis) (under contract to EDS)  
**PROJECT:** IT Support & Application Services  
**TIME FRAME:** July 2002 – Present

**National Application Support:** ITX provides SW maintenance and enhancement support for USDA's Program Loan Accounting System (PLAS). The project consists of analysis, technical assistance,



knowledge transfer, research and revision of changes, development of new or updated specifications, flowchart/diagram preparation, coding, test plan preparation, unit testing, integration testing, resources management, and design.

Network support to USDA FSA assisting in the management of the KCC and CCE LAN/WAN. Direct support is provided to Microsoft Operations Manager (MOM), Microsoft Systems Management Server (SMS), and Compaq Insight Manager (CIM) in a help desk environment. Using MOM, ITX provides daily monitoring for approximately 3,000 MS Windows 2000 / 2003 servers in the USDA ITS environment – including servers for Microsoft Exchange, Windows Domain Controllers, MS SQL database servers, data backup servers, and many other member servers in the environment.

Provide Microsoft System Management Server (SMS) infrastructure configuration and admin. Maintain the hierarchical relationship of the SMS servers in a four-tier environment that will support approximately 50,000 workstations and servers in the USDA ITS environment. This application will provide Microsoft security patch management, software inventory, hardware inventory, application deployment, image deployment, and software metering.

**Technology:** DB2, DA-IDMS, ADSO, JCL, FOCUS, SAS, COBOL, Easttrieve, CA-7, Web Focus, Crystal Reports, Visio and MS-Office Suite; Windows NT/2000/XP, Active Directory, Novell Netware, TCP/IP, LAN/WAN

**CUSTOMER:** USDA Forest Service – Forest Health Technology Enterprise Team (FHTET)  
**PROJECT:** IT Support & Application Services  
**TIME FRAME:** February 15, 2005 – February 14, 2009

Database administration support, SW and DB development, data architecture development, technology (IT) requirements definition, system analysis, system design, programming, testing for new software applications, and maintenance of existing applications.

Software development and office automation functions for operating system software including database management systems, application version control and quality assurance, access methods, integration of software products, simulations modeling, system protection, security, data communications software, equipment installation & configuration, and network management.

**National Applications Support:** INFORMS Decision Support System; North American Tree Failure Database; Pest Trend Impact Plot System; FHTET Computer System Administration Support; Web Design & Development; Communication and Documentation Support

**Technology:** MS SQL Server 2000, ASP 3.0, Oracle 9ias/Portal technology, ASP.Net/ASP 3.0, IIS, JavaScript, IBM RS/6000, Oracle 7.3, 8i & 9i, Oracle Developer 6i, AIX (UNIX), Arc/AML, ArcView Avenue, ARCIMS, SQL 7.0, ASP/PHP, WINDOWS 2000, AIX, SUN OS, FORTRAN, COBOL, C, C++, VISUAL BASIC, ORACLE, ARC/INFO, ERDAS, Microsoft Office, Trimble Pathfinder, SAS, HTML, and Java.

**CUSTOMER:** DOE, Western Area Power Administration, Upper Great Plains Region  
**PROJECT:** IT Support Services  
**TIMEFRAME:** June 1, 2006 – December 31, 2010  
**REFERENCE:** Mr. Matt Miller, COTR, (406) 247-7450

**Description of Tasks:**

1. **Desktop Support** – includes responding to user service requests; troubleshooting hardware and software problems; resolving network problems; maintaining virus protection and security patches; prioritizing work requests; capturing and monitoring trouble tickets; reviewing and updating procedure documentation. Also includes configuring and setting up new workstations; assisting with hardware, software, and peripheral purchases; testing and evaluating new technologies; maintaining inventory records.
2. **Database Administration** – 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; supporting and implementing agency configuration management guidelines.
3. **System Analysis** – includes supporting new and existing system design; analyzing user and data requirements to develop new application databases; preparing business cases, project plans, and schedules for commercial off-the-shelf or in-house development efforts.
4. **System Administration** – includes ensuring high operational reliability, system efficiency, acceptable quality and service levels; hardening servers against cyber security threats; providing support during responses to cyber security incidents; planning, designing, testing, implementing, maintaining, operating, and managing various operating systems in a LAN/WAN environment; evaluating network, server, and desktop interfacing; supporting e-mail systems.
5. **Software Development** – includes object oriented design and programming with database systems; utilizing data mining techniques to obtain data set information; programming with SQL for OO databases, transactional databases, relational databases, flat file databases, data warehouses, data marts, and general database structures; developing code to connect to databases using ODBC, OLE DB, native database connections, and other industry standards; developing applications using PL/SQL, Visual Basic, Java, ASP, and XML.
6. **Drafting/CAD Services** – includes creating new drawings and revisions using electronic computer-aided engineering techniques or manual board techniques as appropriate; checking and analyzing details, dimensions, and completeness of drawings; remaining current on customer and other standards; scanning hardcopy drawings to electronic format; maintaining backups and archives; providing technical instruction and user training; ensuring proper distribution and retrieval.

**CUSTOMER:** City of Brighton, Colorado  
**PROJECT:** Installation of VoIP phone system  
**TIME FRAME:** July 2006 – August 2006  
**HARDWARE:** ShoreTel / 300 phones  
**REFERENCE:** Ms. Margaret Brocklander, IT Director, (303) 655-2319

Performed total network analysis in order to determine feasibility of adding a VoIP service over existing Ethernet network. Conducted VoIP design, equipment ordering, and installation. Configuration of equipment including server build-out, VoIP equipment installation, configuration of VoIP system to include all Users, Operators, Workgroups, and Calling Plans. Integration of Outlook, security considerations, VoIP system maintenance, and ongoing network management.

**Technology:** Network Analysis, Voice over IP Design, Server and VoIP System Installation, technology (network) requirements definition, network analysis, network design, programming, testing, and maintenance of VoIP system.



**CUSTOMER:** GeoVeritas  
**PROJECT:** Software Development – JDQMS Farm Plan & Mobile Data Collection  
**TIME FRAME:** April 2004 – Present  
**REFERENCE:** Mr. Marc Lemoine, (970) 226-4462

**Technology:** Software design & development, application architecture, entity relationship modeling, application design, application development, web development & deployment using .NET Framework and .NET Compact Framework, Visual Studio .NET, MSDE, Oracle 9i, SQL\*Server CE, C#, Java, JavaScripe, ESRI GIS, WebMap

ITX supports GeoVeritas, a division of Deere Company, to engineer new software as part of their R&D lab. Key programming services include JDQMS and Weather applications. JDQMS Farm Plan – a desktop data input application using the MSDE database. The application downloads data from a backend Oracle 9i database via .NET web services. JDQMS Mobile Data Collection – serving as a PDA data input application using a SQLServer CE database. The PDA downloads and uploads data to and from the backend Oracle 9i database via .NET web services. Weather display applications developed using the .NET framework and connecting to ESRI GIS applications. Functions include weather data display, weather query, WebMap control, library development, and security applications.

**CUSTOMER:** The Group, Inc. Real Estate  
**PROJECT:** Software Development – Database migration & custom application  
**TIME FRAME:** June 1997 – Present  
**REFERENCE:** Ms. Kim Allen, CFO, (970) 304-2135

**Technology:** Software Development, Application Architecture, Entity Relationship Modeling, Application Design, Application Development, Structured Analysis, Software Maintenance & Support, Web Deployment using .NET, Oracle 8i, C3, Windows 2003, MS Access, LAN/WAN architecture.

This project within the overall technology support contract with TGI involved the transition of a large Access database housing the real estate transaction tables of 5 large offices in disparate locations. ITX provides continuing software application and Oracle database support of TGI's proprietary software "StarShip." StarShip is a very complex Oracle\Access database connecting buyers, sellers, and properties. Since 1999, ITX has furnished a variety of development and maintenance services including installation and setup of multiple Oracle databases, data conversion and migration, configuration of multiple Windows Server and Oracle server software on new servers, and the customization of new workstation installations to ensure proper communication and functionality. During the last year, ITX has redeveloped the front-end application from a MS Access system to a Web-based application using the .NET Framework and C#. Providing this enhancement has eased administration of the application 10-fold and provides an easier and more efficient interface for the TGI end users.