



Certified 8 (a), MBE/DBE, SBA, and HUBZone

<http://www.icetech.net>

Let Icetek make your work easier! We are one of the most diverse contractors available today. Big or small we can do it all! No matter what your Information Technology needs are, Icetek can provide the services you want in a swift and efficient manner. **Let us exceed your expectations.**

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(Independent Computer Enterprise & Technologies)
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Icetek is a Minority Certified Business 8(a), MBE/DBE, SBA, and HUBZone

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ICETECH, is a Minority owned 8(a) firm / HUBZONE, MBE/DBE

Founded in 1991, **Icetech** is a *cutting edge* network integrator firm, specializing in networking, and development of advanced information systems. The company continues to provide high quality, cost-effective technical solutions and consulting to both government and commercial clients.

We are large enough to provide full-service enterprise networking solutions, but small enough to react swiftly to the rapidly changing technology landscape. We have a wide variety of skills to cover each phase of the development, implementation, and integration processes.

Our **businesses analysts** help capture your business process and computing needs.

Our **system engineers** and **database administrators** turn these needs into hardware, OS, and software requirements. Not only do they turn them into requirements, but also they do the installation and troubleshooting.

Our **infrastructure people** install cabling plants, concentrators, routers, T1s, T3, DSL, Dial Up and switches.

Our **support technician** solves your desktop platform from administrators to helpdesk support, break-fix, printer repairs, desktop upgrades and PC rollout.

On the applications end, our **developers** produce applications in ASP, SQL, Access, .NET, and Oracle.

Our **web development** team works with ASP, Java, HTML as well as web page design, site hosting, and other web-centric solutions. We at Icetech are proud of our reputation for putting the customer first in every area of our operations. We feel that this attitude is one of our most important contributors to our success and to the success of the customers we serve.

Our professional staff has earned the company its reputation for credibility, integrity, and quality performance. Our commitment to this technical excellence, quality services, and responsiveness to client needs is the key to our success and is our best form of advertising.

Our Mission: has a dual purpose, one (1) as a cutting edge network integrator firm, specializing in networking, development of advanced information systems and providing high quality cost effective technical solutions to both public and private sectors.

Icetech's second primary mission is to serve as a hub for the community's ongoing efforts in the areas of empowerment, economic and social development.

The integration of these two components allows Icetech to serve as a role model, innovator and catalyst, assisting in the continual growth of the community.

TECHNICAL CAPABILITIES

ENTERPRISE INFORMATION TECHNOLOGY SOLUTIONS

- WAN/Internet/LAN Network Engineering, SAN Engineers, Implementation, Support, using Novell, NT, UNIX, Cisco, HP Open View, Bay Networks, 3COM, and other Internet/WAN communications products
- Wireless Networking and Support.
- Design and implementation of enterprise-wide **multi-protocol and multi-platform Networks** (Ethernet, token-ring, Wireless with UNIX, Novell, SUN and NT)
- Platform Migration, and Desktop (PC) & Printer Rollout
- Network Security Assessments and Troubleshooting
- Support contract /Break fix, Sales, storage and service
- Help Desk design and support
- Disaster Recovery design and planning, off site recovery Plan
- Microsoft Cluster Services (MSCS), Network Load Balancing (NLB), Component Load Balancing (CLB), and Application Center 2000.
- Information Technology Certified Project Management Services

INTEGRATION, ASSEMBLY, AND DISTRIBUTION SERVICES

- Complete Systems Integration/Assembly Services by Ictech's highly trained Certified technical staff
- Complex Server Integration Services , NT2000 Server/Workstation roll out migration

CABLE PLANT SOLUTIONS

- CAT5, Copper, Fiber design Installation service and trouble shooting
- Parts and material sales.
- Apartment and Office building wiring solutions for eSolutions

INTERNET/INTRANET, E-COMMERCE, AND SECURITY SOLUTIONS

- Website design, hosting and maintenance for the Internet and Intranets
- "Firewall" and other Security Solutions, Data Base troubleshooting, and Analysts.
- Virtual Web-Based Store Fronts; User-friendly E-Commerce solutions

INTERNET ACCESS / CONNECTION

- T-1 and T-3 point-to-point or Burstable and Managed
- HyperLAN DSL and Dial up 56K
- Website Hosting and Designing
- Database support and design.

STATE-OF-THE-ART TRAINING FACILITY AND OFFERINGS

- Courses in Microsoft, Novell, UNIX, and other enterprise technologies
- Industry Certification (MCSE; A+) programs; Academic (for-credit) Programs
- Experienced and manufacturer/vendor-certified trainers and faculty.

Support Staff

Network and Operating System Support - Certified engineers provide troubleshooting, analysis, design and consulting.

7x24 Support and Service - After hour services include server maintenance, internet bandwidth, rentals and network support.

Desktop Support - Help desk engineers provide application support and help desk analysis.

Service

Manufacturer certified technicians provide warranty repairs. We are an authorized service provider for all leading computer manufacturers including IBM, Compaq, HP and Dell. Economical warranty upgrades can be purchased to extend the manufacturers' warranty.

With Icetek the Benefits are:

Employee Development and Training - All full time employees are rigorously interviewed prior to starting their Icetek career paths. Icetek invests \$3500 per year in training for each staff member.

Flexibility - Services can be purchased individually or combined to outsource complete IS functions. Custom service level agreements are available.

E-Reporting - Call status and history can be tracked on an extranet along with "time to fix" management reporting.

E-Dispatch - Internet helpdesk can easy dispatch field technicians to provide immediate access to all Icetek technical resources.

Lower Administrative Costs - Support and Service retainers, maintenance contracts and summary billing statements provide streamlined billing.

Certifications - Certified engineers and technicians on staff that includes:

Security Clearance: TS/SCI with CI polygraph

Microsoft Certified Trainers (MCT) Microsoft
Certified System Engineers

MCSE+Internet Certifications Master

Certified Novell Engineers

Cisco Design Associates and Network
Associates

Citrix Certified Administrators A+

Hardware Technicians Novell

CNE

IBM Professional Server Engineer

Single Point of Contact - We offer a single point of accountability for local and national service, support and installations. A single point of contact can also coordinate internet, training, procurement, lease, service, and support and enterprise WAN services.

Experience - Icetek has provided system integration services for 16 years. Our technicians average 10 years of industry experience.

Top Manufacturer Certifications - including: Microsoft Solution Provider Partner, Compaq, Nortel Enterprise, Novell, 3Com, HP, IBM, Intel Advanced Network Reseller, Citrix, Cisco Certified Partner, Lotus and SCO.



Security Services

Businesses have grown dependant on their information data. Without your data, you have no business. A disaster can be as mundane as a broken water main or more likely, internal personnel or outsiders targeting attacks to steal your intellectual property.

With increased dependence on Internet computing combined with destructive hackers and malicious users accessing critical information, taking measures to protect your business can impede disasters.

Icetek understands that risk is inherent to business and budget constraints are real. We provide consultative services on how best to approach realistic vulnerabilities and allocate appropriate resources for securing your business. We work with you in planning, designing, building, and operating a secure IT infrastructure. Our rich expertise and industry certifications from ISO, Checkpoint, CISCO, and Microsoft enable us to build and manage the security solutions for your business continuity planning.

Service offerings:

- Security Policy Design and Review
- Network Security Architecture Design
- Security Implementation Vulnerability Assessment & Troubleshooting
- Security Audit Managed Security Services Intrusion Monitoring and Response Firewall and VPN Management Site and Content Filtering



Internet Services...

Web Site Design and Development -

Teams of graphic designers and database programmers provide the following web design services:

- Web site creation
- Graphic design
- Web programming
- Intranet and extranet development
- Database-web integration
- Web infrastructure



Web Site Maintenance -

Icotech maintains your site allowing you to focus on your core business.

Intranet Design and Application Development -

Experts analyze your business needs and internal processes to develop custom intranet applications.

Web Site Hosting -

Web servers are monitored 24 hours a day, 7 days a week with guaranteed 99% uptime or your monthly hosting fee will be refunded. You can track your site activity using on-line tools. Icotech is hosting over 2500 sites at our data center.

Internet Access -

Redundant T1 Internet connections are monitored 24 hours a day, 7 days a week.

We specialize in providing Internet access to business. From small firms with a local LAN, to large companies with WANs.

- T1, T3, Frame Relay, IR and Wireless Access
- DSL HyperLAN Access
- Dedicated Modem Access
- Router configuration and Installations
- Security Firewalls and Assessment

Single Source for Internet Services -

Icotech offers web hosting, Internet access, email, Internet, intranet and extranet design and development.



Training...

Technical

Training -

In addition to application training, we offer operating system and developer instruction. As a Microsoft Certified Technical Education Center, our certified instructors provide education supporting Microsoft's certification programs

Classroom Rental -

Our classroom operations personnel can provide you with a customized, reliable training environment.

Management Reporting -

We can provide information on who took training and their satisfaction.

National Training -

We can train anywhere in the country.

Free Practice Labs -

Free practice labs to prepare for certification testing.

Traveling Classrooms -

Traveling classrooms can be installed at any site for short or long-term training projects.

Rent-a-Teacher -

We offer excellent instructors to supplement your staff for peak and vacation periods. Executive training can be flexibly arranged anytime, anywhere.

Computer Testing Center

Certification exams for

Microsoft Novell IBM HyCurve Lucent Technologies
Lucent ENG Certification Ericsson PTC Certified Internet Webmaster CompTIA Linux
Professional Institute Informix Software Allaire Cisco

And other IT programs are available now or will be available soon through VUE's network.

The VUE Testing Network - built with the best technology and backed by even better service allows you to test with confidence. Your exam will be ready when you expect it, your results will be rapidly transmitted and merged appropriately with your vendor-specific certification records, and any testing concerns you have will be tackled by a dedicated and caring staff.

When IT really matters, test with ICETECH's VUE Center.

Icetek is the only VUE testing Center in Baltimore City!

Data Warehousing...

The image shows two screenshots. The left screenshot is a website titled 'WELCOME TO Montgomery County Online Purchase'. It features a navigation menu with 'Online Shopping' and 'Professional IT Services'. Below the menu, there are several product listings with images and prices: Compaq (1699*), Palm (549), Sony (5499), Lucent (1109.95), eMachine (1399*), Apple (15299), LaCie (1339.55), and Compaq (5999). A small image of a building is also present. The right screenshot is a database management interface for ICETECH. It has a header with 'CUSTOMER LIST', 'TRANSACTIONS', 'REPORTS', and 'CUSTOMER LIST'. Below the header is a form for customer information with fields for 'Cust Name', 'P.O.C.', 'Address1', 'Address2', 'Abbrev', 'Phone', 'State', 'City', 'Zip', 'Acct.', and 'E-Mail'. There are buttons for 'UPDATE', 'DELETE', 'ADD', 'TRANSACTIONS', 'E-MAIL', and 'CLEAR'. A table below the form shows customer information with columns for 'Abbrev', 'Customer Information', 'ADDRESS', 'CITY', 'STATE', 'CONTACT', 'PHONE', and 'E-MAIL'.

Is the means to create and manage data architecture for user access and analysis as well as data and information delivery! Physical and logical database structures must be designed and created for these purposes, and the extraction, transformation, consolidation and quality control mechanisms must be constructed to form an information resource rather than a raw data repository. Completion is forcing organizations; particularly those in the information intensive industries, to better understand data that are available to describe products, customers, promotion and profitability. Relational database management systems with the capability to handle the increase volume and complexity of these requirements are now available along with hardware required to run these systems. In addition, user-friendly client servers systems enable more productive interaction between the data consumer and systems.

The tools used by Ictech are:
 ACUMATE ORACLE EXPRESS ORACLE
 ORACLE BUSINESS OBJECTS
 ORACLE DISCOVER 2000
 ORACLE DEVELOPER 2000

The Databases used by Ictech are:
 SYBASE
 Microsoft SQL
 Microsoft .NET
 Microsoft Access

LAN/WAN...

Icetek offers a broad range of capabilities, from top-level IT consulting to bottom line project implementation for today's key technologies.

Using a proven methodology to rapidly identify and match mission-critical business needs and the package (s) most appropriate for the enterprise. The use of a balanced scorecard ensures a robust evaluation of package alternatives. The final decision is supported by a case-for-action that identifies the related benefits of the solution.

We offer our customer's local area and wide area network (LAN/WAN) solutions in the following areas:

- Full service network analysis, design, installation, maintenance, optimization, and expansion
- Local Area Networks up to Gigabit Ethernet speeds
- Complete voice and data cabling and wiring solutions
- Complete messaging and groupware solutions for email, fax, calendaring, scheduling, reporting, and document management, specializing in Microsoft Exchange Server and Outlook
- Certified high-availability and high-performance solutions using Microsoft or Redhat Linux Cluster Server
- Complete Wide Area Network solutions, including site-to-site links, remote access, and Virtual Private Networks
- Comprehensive network security solutions, including:
 - Firewall installation and maintenance Automated data backup
 - Enterprise-wide AntiVirus protection
 - Security audits
 - Resource access control
 - Security policy reviews

E-Commerce solutions Authorized resellers of most major hardware and software manufacturers, including Microsoft, Compaq, Hewlett-Packard, Intel, 3Com, Cisco Systems, Nortel Networks, and others.

We have developed comprehensive, in-depth professional expertise in the Microsoft Windows NT, Unix, Linux (Red Hat) and a variety of other network operating systems. With our on-staff Network Engineers, System Technicians, and Software Specialists, you can be confident that we can assist you with any system connectivity and stand-alone computer.

Cable Installation Services...

Affordable CAT5 & CAT5e 350Mhz Office Cable Installation for Computer Networks & Telephone Systems

Low Cost Fiber Optic Installation

for connecting Gigabit Hubs or Workstations

- Category #5 & 5E Data Lines
- Gigabit Ethernet
- Fiber Optic Cabling
- Telephone / Voice Cabling
- DSL & T1 Services



- Full list Cabling Services

- New Connects
- Reconnects
- Disconnects
- Additional Outlets
- Aerial Drops
- Drop Burials
- Drop Rebuilds

- Rack installation and set ups
- Multi-channel Multipoint Distribution Systems (MMDS)
- Rewires and installation of wiring closets
- Jack and Wire
- Cable Modems
- Digital Subscriber Line Service
- Demarcation Extensions



Contact us for an On-Site Evaluation & Proposal!

ICETECH PeopleSoft Service Offering

ICETECH is a privately owned consulting firm. We offer implementation, maintenance and enhancement services for PeopleSoft's HRMS, Financial, and Education application software. We also offer the PeopleSoft functional and process expertise required to deliver end-to-end service. Our skills and abilities span the following modules:

- HR
- Benefits Administration
- Payroll
- Time and Labor
- Pension Administration
- Accounts Payable
- General Ledger
- **Student Administration**
- **Campus Portal**
- People Tools suite of technical utilities

Training

When implementing any enterprise resource planning system, training should never be taken for granted. In class training and on the job training utilizing your system play an integral role in the successful implementation of PeopleSoft. As a supplement to the formal training offered by PeopleSoft, ICETECH will provide training classes to ensure that our clients are capable of fully utilizing the unique PeopleSoft system in the client's environment to achieve maximum productivity and efficiency.

References

- Allegis Group (Hanover, MD)
- GlaxoSmithKline (Philadelphia, PA)
- State Of Delaware (Dover, DE)
- Frederick County Government (Frederick, MD)
- Integrated Health Services (Owings Mills, MD)

Icetek Past Performance

(Partial Listing)

We have successfully implemented numerous local and wide area networks including but not limited to the process of systems integration, network engineering, data base management, client/server architecture, web development, technical and computer system support. In the process **Icetek** has established an outstanding record for tailoring Information Technology solutions to meet the needs of both the client and the end user.

Icetek has had the opportunity to successfully complete local and wide area network solutions, enhance and provide technical support to numerous organizations in the state of Maryland. Listed below you will find a partial listing of our achievements.

The Office of the Mayor of Baltimore City

The WAN network at City Hall encompasses the Annapolis Mayor's Office Legislative Branch, which expedites communication therefore reducing the response time of issues on the floor. Icetek is also the creator of a low cost E-mail system, being used by Baltimore city government. (**Baltimorecity.gov**)

Nature of Icetek's Responsibilities:

- Trouble Shooting.
- Y2000 Solutions
- LAN / WAN Design and Installation.
- Microsoft Exchange Email Design and Installation.
- NT 2000 Advance Server.
- 10/100 Base T design and Installation.
- Help Desk Installation and training, design.
- Network security design.
- NT Workstations NT2000 /4.0 Installation.
- Training Personnel.
- Database design and Installation.
- Disaster Recovery, Manual and maintenance design.
- Repair Printers, and PC onsite. Installation of computer equipment to networks.
- CNE and Tech staff, network administrator on site for network 24hr operation.
- Web page design, and Hosting, Email accounts.
- Block time network and PC support.



Reference from Baltimore City Agencies

Project Name & location:

Mayor's Office Baltimore City
Mayor's Office of State relations in Annapolis
MECU Building
Board of Elections Office
B.D.C. (Baltimore Development Corporation)
Mayor's Coordinating Council on Criminal Justice
BAMIS
Department of Public-Works
Baltimore City Police Department
of Planning War Memorial Office
Greenspring Middle High School
Labor Commission HCD Housing
Police
Mayor's Office of Children and Youth Program
Risk Management
Zoning Department
Department of Finance
Sheriff Department
Court House Baltimore City
CHAPS
Baltimore City Council



References

Non Profit

National Homes Trust (NHT)
AOL Foundation
Artists Against AIDS Worldwide
Alliance Inc.
Advocates for Children and Youth
B&O Railroad Museum
Baltimore Neighborhood Indicators Alliance
Connecticut Council on Problem Gambling
Charles Village Community Benefits District
DoSomething.Org
The Gregory Foundation (TGFI)
Healthy Babies Project (HBP)
Enlightenmaryland.Org
Family League of Baltimore City
Habitat For Humanity
HelpingMaryland.Org
Hippodrome Foundation
International Youth Foundation
Maryland Science Center
Maryland State Arts Council
Maryland Works Inc.
Mission of Mercy
National Problem Gambling Association
National Society of Fund Raising Executives
Parks & People Foundation Strathmore Arts
St John's at Prospect Hall
The Baltimore Zoo
Sister of Notre Dame
The League of Historic American Theatres
World Relief
Youth Build

Health Care

Integrated Health Services Urban
Behavioral Associates Cancer
Resource Center Gascoyne
Clinical Laboratories Health
Extras
Mercy Hospital Metropolitan
Medical Center Quest
Diagnostics RH Clinical
Laboratories

Performing Arts

Baltimore Symphony Orchestra
Brooklyn Center For Performing Arts
Orlando Opera
Alvin Ailey Dance Theater
Morris A. Mechanic Theatre
Warner Theatre

Financial Services

Harbor Federal Saving Bank
American Express
Financial Learning Foundation
Mayer & Steinberg Millennium
Lending Group Atlantic Title
Integrity Title & Escrow

Real Estate

Corporate Office Properties
Simpson Properties
Struever Bros. Eccles and Rouse

Media & Entertainment

Cellar Door Entertainment
Comic Relief SFX
Entertainment Viacom
BHL TV Station
BMORENEWS
BeHealthy Lifestyles Group

Automotive & Manufacturing

Automotive Training Institute
Chesapeake Machine Company
Manta Consulting

Travel & Transportation

Harbor Court Hotel
Hendersons Wharf Hotel
Holiday Inns

Energy Services

BG&E
Trigen Energy
Consultation Energy
Enron

Technology & Communications

Corp Ten International
Environmental Profiles
Fowler Flanagan Technology Partners
Global Risk Strategies Fulcrum
Corporation XOrbit Software
SecureIT Consulting Group
CAIS
Focal Communications
Covad
Verizon
Millennium Technologies
Fiber Plus
Sprint Federal Government Services

Federal and Government Clients

VA Medical Center
DOL
DOT
DOD
FDIC
IRS
CMS
U.S. Naval Academy
U.S. Airforce
Baltimore District Corp. of Army Engineers
NSA
CEAB
NIH

Schools

University of Maryland (UMBC)
Baltimore Schools
Prince George's County Public Schools
Sister of Notre Dame Virginia Tech

Corporate Clients

Lockheed Martin
Northrop Grumman Information
Technology
AAA-Mid Atlantic
CSC
Xerox Connect
Fusion Systems
International Paper
BAE Systems SRA
M-Cubed Information Systems
Scientific Application International Corp.
(SAIC)
EDS
E.E.S. Systems
Raytheon RTSC- Infrastructure Services
Allegis Group

Baltimore City Government
Baltimore County Government
Washington D.C. Government
Frederick County Government
State Of Delaware

DATE STARTED: 3/4/90

MD Resale No. 05413373

Fed No. 52-1678545

CAGE CODE: 1HBG8

GSA Advantage Contract [GS-35F-0466L](#)

Dun & Brad Street, Inc. No. 61-277-4422

8/A Minority Certified Maryland/District of Columbia/Baltimore

Maryland's MBE Certified # DOT MBE 00-258

HUBZone Certified Business

SBA 8(a) Certified Business

Better Business Bureau: 16011093

Minority Certified Maryland/District of Columbia/Baltimore (**MSDC**) 97R0522

Baltimore City MBE/DBE Certified #03834

Type of business:

Computers, Product, Cable & Fiber Installation, Supplies, Software, IT Staffing, Monitors, Services, Printers, Laser Printers, Networks, Troubleshooting PC Training and Networks, and Web Design, Internet Access.

Icetek specializing in Advance Networks, Exchange servers , NT 2000 Migration, PC roll-out, Break fix, Helpdesk, Cabling, T1-T3-DSL access, Training & VUE test center, Web design/register/hosting, client server, web-centric solutions administrative, support, ISP, DSL, T1, T3, Web Hosting, Web Design, Fiber, Cable, Copper, CAT5, telecommunications , Testing Center , helpdesk, and training.

ICETECH is a Network Engineer Service Company, and a marketer of computer systems, hardware, software, and a broad range of peripheral equipment, IBM compatible. Our customer base includes the Federal, State and Local government, schools, hospitals, commercial firms and Apartment/Building Owners. Our primary business is to support our clients with quality equipment and superior service from all vendor equipment such as **NEC, AST, CTX, Compaq, Dell, DFI, HP, IBM, Intel**, and many others. We have every confidence in **our** ability to meet if not **exceed** your expectations.

Primary NAICS Code: 541512

Other NAICS Codes: 334111, 334112, 334113, 334119, 443120, 511210, 514191, 514210, 532420, 541513, 541519, 561110