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DUNS Number:	828305966
GSA Contract:	47QTCA21D00EU
OH STS Contract:	534341-3
Set-Asides:	Woman-Owned Business Small Business Disadvantaged Business
Organization:	S Corp
NAICS Codes:	541511, 541512, 541513, 541519, 541611, 541715, 561320
SAM:	Registered

A diverse Information Technology consulting firm **dedicated** to providing outstanding technical staff augmentation

## Capabilities Statement

Certifications



Diversity

Dedicated Tech Services, Inc. (DTS) is a diverse Information Technology consulting firm that is dedicated to providing outstanding technical services to its clients. DTS proudly employs the best people that work in the IT industry. DTS began in 2008 as the vision of our President. Through her experience in the IT Industry, she ascertained that client needs had grown to the point that the market was ready for more options in Information Security Services. She founded DTS to help businesses protect vulnerability within their organizations related to confidentiality of customer or proprietary data, integrity of information systems and assurance of their reliability. In 2011, DTS expanded its service offerings to include Development Services, Enterprise Support Services, and Project Delivery Services.

DTS also realized the opportunities available for a woman-owned small business in the Information Technology arena to help other small and emerging businesses. DTS holds many national and regional certifications, including Women's Business Enterprise (WBE) from the National Women Business Owners Corporation (NWBOC), National Women's Business Enterprise Certifications (NWBEC) from the Women's Business Enterprise National Council (WBENC), and WBE certification from the City of Columbus, Ohio. DTS is also an Economically Disadvantaged Woman-Owned Small Business (EDWOSB) and WOSB from the U.S. Small Business Administration as well as a Small Business Enterprise (SBE) and Disadvantaged Business Enterprise (DBE) from the Ohio Dept. of Transportation. DTS also holds the Encouraging Diversity, Growth & Equity (EDGE) and WBE certifications from the State of Ohio.

Company

DTS employs over 35 employees, providing staff augmentation services. DTS provides a wide range of IT solutions, from cloud-based application development, managed security services, business intelligence, network and server administration, automated quality assurance testing, to project management. DTS values the strong and long-term relationships and partnerships that we have built by providing solutions that enable our clients to be successful. DTS takes pride in the impact that we have made with our clients in their respective industry, by providing a solid framework of quality solutions, strategies, and services.

Mission

The mission of Dedicated Tech Services, Inc. is to be a partner in the success of progressive, growing companies in our community by providing the highest quality technology resources and services to our clients. We continually strive to provide leadership in software development, enterprise support, information security, and project management solutions to our clients. Our clients can always expect complete integrity in our business relationships.

Vision

By building a clear sense of purpose and strong relationships within Dedicated Tech Services, Inc., the staff and leadership team can then aspire to be the diverse technology service provider that is the standard by which others are measured and to provide quality services that our clients ask for by name.

Executive Bio

Patricia Lickliter (Founder, President) has over 25 years of experience in the technology industry building the business with the strength of her team. Prior to the IT industry, Patty served as the general manager for an international airline catering firm. She also worked as a schoolteacher in Chicago, Illinois. Patty serves on the Board of Directors for Directions for Youth and Families. Email: [patty.lickliter@dtsdelivers.com](mailto:patty.lickliter@dtsdelivers.com)

# Capabilities Statement

Practices

**Development Services** – focuses on delivering value-added business solutions while harnessing the power of rapid digital transformation and investing in the highest degree of automation possible through the build, testing, and deployment phases. We foster quality without compromising on speed and agility necessary to compete in today’s business environment through analysis, design, development, integration, and implementation of enterprise applications using current best practices, tools, and technologies.

- N-Tier, Web, & Client/Server Applications
- Business Intelligence & Analytics Applications
- Digital Transformation & Platforms
- Mobile Applications
- Systems & Application Architecture/Automated Application Development
- Cloud & On-premises Application Integration
- Full Stack Development & Engineering
- Data Modeling, Database Design & Administration
- Data Engineering & Data Science
- Artificial Intelligence

**Project Delivery Services** – provides full-service Project and Program Management solutions in Software Development, Business Process Analysis, Infrastructure, User Experience Design, and other areas of the IT industry.

- Full Life Cycle Project Management
- Application Development Project Management
- Infrastructure/Implementation Project Management
- Organizational Change Management (OCM)
- Change Requests & Defect Management
- Requirements Elicitation, Documentation, & Management
- User Interface Design/Usability Improvement
- Quality Assurance (Automated & Manual Testing)
- Technical Writing & Proposal Writing

**Information Security Services** – focuses on providing our clients with the tools, information, and services they require to design, build, and deploy a secure IT infrastructure.

- Managed Security Services (Firewall, Intrusion Prevention Service (IPS), Intrusion Detection Service (IDS), & Content Filtering)
- Cyber Security Architecture & Design
- Attack & Penetration Testing
- Disaster Recovery & Business Continuity Planning
- Application Design Review
- Application & Network Vulnerability Assessment
- Security Policy Design & Implementation
- Wireless Network Design, Security, & Implementation

**Enterprise Support Services** – builds and maintains the foundation that supports our clients’ information systems from the desktop to the server to the Internet.

- Network Architecture & Design
- LAN/WAN Implementation & Support
- On-premises & Cloud Infrastructure Management
- DevOps Solutions & Cloud DevOps
- Network Assessments & Audits
- Network & Server Administration/Maintenance
- Server & Application Performance Monitoring
- Packaged Software Implementation & Support
- Help Desk
- Desktop Support Services

## Ohio Department of Taxation

Cyber Security application testing and support for tax law modernization and department operations. Conducted a security assessment for firewalls, web servers, and web-based applications.

## Franklin County Data Center

Creation of infrastructure for DevOps applications, configure and manage CI/CD pipelines for DevOps automation. Streamline Microsoft development with newer technologies (Angular, TypeScript). Establish a team to develop mobile applications.

## Ohio Department of Education

Full life cycle development of a web-based, .NET application for GED I and II projects. Provided expertise in Oracle database migration/upgrade and operational support, as well as Informatica PowerCenter migration and operation support in a UNIX environment.

## Cardinal Health/Fuse

Provided Enterprise Automation platform services at Fuse and was responsible for solutions across enterprise. Focused on DevOps and digital model to optimize platforms and enhance automation solutions to ensure cost-efficient landscapes at headquarters.

## City of Columbus

Project Management for the “Body Worn Camera” project for Public Safety, Police, and WatchGuard. Worked with Police for policies regarding cruiser mobile computers and devices. Managed wireless implementation for Police Ordinance. Responsible for server and network infrastructure completing conversion of property and evidence data.

## Ohio Public Employees Retirement System

Application Development for healthcare applications as part of the overall Pension systems for OPERS. Developed applications in an Agile environment using Java, Web Services written in SOAP, Rational Software Architect, SSRS, and IBM WebSphere. The team developed test cases and integration testing using SCRUM development methodology.

## Ohio Department of Medicaid

Provided Project Management leadership and expertise to help define and drive the strategy for the Managed Care Procurement project. This included partnering with senior leadership, including ensuring that the Director’s and the Governor’s defined initiatives were executed. Partnered with senior leadership, ODM staff, and other state agencies for defining the strategy; provided oversight for the project including all expected deliverables for the project. Responsible for driving the execution of the communication strategy along with facilitating stakeholder engagement sessions.

## Ohio Department of Administrative Services

Project Management focusing on a successful delivery of the Gateway Transformation project to support the Gateway Mission including overseeing activities and deliverables of other consulting firms. Developed and executed Gateway Communications Plan, which was used to communicate with over 1.8 million businesses that serve Ohio along with development of training across all state of Ohio agencies to support the transition and the mission. This included development of key messages and value proposition.

Client References

*Reference contact information available upon request.*