

Capabilities Statement

Emergence...





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Corporate History & Philosophy

Company Profile & Operating Regions

Core Capabilities

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Past Performance Contracts





Our Vision is to create an organization of highest quality, employing the highest caliber talents and personalities who are exclusively focused on the delivery of meaningful and valuable improvements in the quality of life of all individuals impacted by the infrastructure solutions that we facilitate and support throughout the Middle East.

To this end, we believe that it is our mandate to ensure that our skills, and our capabilities and resources for infrastructure development, support, service delivery, and training, as well as our daily operational practices are always aligned with the tenets that will ensure the successful accomplishment of each mission and task order we accept.

Our Mission is complex and its execution requires strong commitment and dedication with respect to our vision on the part of all of our personnel. Our mission also requires the application of foresight, detailed planning, and the ability to react quickly to the changing environment in which we deliver our mission-critical services.

Headquartered in Baghdad, Iraq, e-IRAQ's professional team is no stranger to conflict and instability. Nonetheless, through our actions, we seek everyday to create meaningful improvements, and to do our part to rebuild our Nation's infrastructure and services, and to support the emergence of the Rule of Law for the benefit and prosperity of all.

We do our part by applying our resources and expertise to support projects for the Government of Iraq and its principal supporters through the management and facilitation of construction and rehabilitation projects, support for communications and technology infrastructures, the operation of medical clinics, and the delivery of technical training to ensure our future self-sufficiency.

With each success, both our business and our mission grow larger. This has included our expansion of operations to Afghanistan, Jordan, and Pakistan, where our knowledge and the development of best practice delivery and quality systems are equally welcomed.





e-IRAQ was founded in 2004. The Company is an Iraqi Woman-Owned Enterprise.

The Company was formed to provide comprehensive infrastructure support, within Iraq and the Middle East to Government Agencies (including multi-national security forces), NGOs, and International and Iraqi companies.

Since inception, e-IRAQ has grown quickly by ensuring the success of every single engagement and task order we've been assigned. Regardless of size, the e-IRAQ team attends to each and every project we manage or service diligently and enthusiastically. Today e-IRAQ operates with 50 full-time employees within our Baghdad headquarters, which supports and directs our locally derived work force throughout Iraq consisting of premium engineering, construction, technical, and training talent.

At the present time, e-IRAQ holds a number of important contracts that provide mission critical support for the Joint Contracting Command, Iraq/Afghanistan; Multi-National Forces-Iraq; Multi-National Corps-Iraq; Ministry of Defense-IRAQ; and the Ministry of Interior-Iraq.

"Deliver outstanding performance and satisfaction on every project"

At e-IRAQ, our number one goal is our customers' satisfaction. This includes not only their satisfaction with the quality results, timeliness, and cost-effectiveness of our services, but with the entire process as well.

Performance evaluation can be unique for each project, task order, and customer. To ensure that we deliver outstanding performance *as our customer measures it*, our field teams adapt their operations to meet each customer's unique needs and expectations. In this process, we ensure that we maintain our own internal performance standards.

Each job-site team adopts the mission and objectives of our customer, forming with the customer a seamless connection and an organization that resembles the customer's organization itself. e-IRAQ's reputation for quality, timeliness, consistency, technical capability, flexibility, good communication, and competitiveness have established e-IRAQ as a Best Value contractor. e-IRAQ delivers top performance in consideration of any geographic area of operation – especially valued attributes for our customers when considering that their needs are within Iraq.





Company Name:	e-IRAQ
Headquarters Address:	University District Jadriya, Baghdad, Iraq
Headquarters Phone:	+ 964 7901 107610 + 964 7806 799149
Jordan Satellite Office:	Alhashmiyeen St., Aldiyar Dist. Amman, Jordan +962 79 9837320
USA Satellite Office:	14860 Links Pond Cir. Gainesville, VA 20155 Direct: 703.468.4541 Cell: 703.508.2474
Iraqi Companies Registration Number:	Ministry of Trade / M SH 02-5045
DUNS Registration Number:	631432122
United Nations Global Market Registration No.:	145125
NATO Commercial and Government Entity (NCAGE):	Registered
Registered CCR:	Yes
Total Iraqi Employees (FTE):	50
Iraqi Employees (Contract):	Based on Contract / Skill Requirements
Country of Origin:	Iraq
DBE/MBE:	Iraqi Woman-Owned
Current Geographic Areas of Operation:	Afghanistan Iraq Jordan Pakistan





e-IRAQ infrastructure support services are delivered within the following primary functional areas:

- ❖ Information Technology & VSAT Communications Support
- ❖ Health Care Support Services
- ❖ Training Management and Delivery
- ❖ Construction (Design / Build / Management)
- ❖ Maintenance Support

Information Technology & VSAT Communications Support

At e-IRAQ, we support the growth and efficiency of our customers' information systems through the sound design of supporting infrastructures and our professional implementation services.

Our design methodology focuses on infrastructures that are inherently supportive of continuity of operations, high performance, and sustainability. Our expert team of professional implementers install, configure, and establish processes for network support that rigidly adhere to established industry standards and guidelines.



e-IRAQ also supports the long-term sustainability of our customers' information system environments with our Total Systems Management professional services. In today's IT environment, which includes serious threats from both outside and inside our operational networks, timely information and focused systems management action have never been more important.

e-IRAQ professionals provide comprehensive solutions to the ongoing tasks of managing, maintaining, monitoring, and securing your mission-critical infrastructure assets. In addition to providing the professional support needed to perform daily, weekly, and periodic network maintenance operations, our team is expertly versed in the definition and establishment of processes designed for efficiency and cost savings.





At the heart of information technologies today is the ability to ensure secure high-speed communications between data centers, users, and remote locations. To meet these needs in Iraq and throughout the Middle East, e-IRAQ has become a leading supplier and implementer of VSAT Internet and Private Network connectivity.

The technology behind VSAT, which stands for Very Small Aperture Terminal, provides the ideal communications solutions where reliable communications, provisioning, and implementation speed are the key mission drivers.

Through e-IRAQ, our customers enjoy a fully managed IP service that represents a robust, reliable, and comprehensive managed Internet backbone service that exceeds the value of standard fiber backbone provided in the current market.



Related NAICS / NACPS Codes

541512

541513

541511

517410

54151
(WGC - 1.1)

54151
(WGC - 1.4.1)

54151
(WGC - 1.5.3)

Information Technology & VSAT Communications Support

Computer Systems Design Services

Computer Facilities Management Services

Custom Computer Programming Services

Satellite Telecommunications

Information technology (IT) technical consulting services

Network management services

Combined software and hardware technical support services





Health Care Support Services

Delivering modern health care services and treatment requires access to facilities with the appropriate diagnostic and surgical equipment.

The management of medical equipment is a critical support function for all health care delivery systems. e-IRAQ provides comprehensive medical equipment management, calibration, maintenance, and repair services for both legacy diagnostic and surgical equipment systems as well as the latest in state-of-the-art imaging, non-invasive, and telemedicine medical equipment systems.



Our Health Care Support Services are available on contract or a time-and-materials work order basis. Also available are turnkey equipment management services designed to manage inventory, spares, diagnostic, preventative maintenance, and emergency repairs. Our managed delivery model focuses on ensuring availability while containing costs wherever possible.

e-IRAQ currently manages medical equipment service programs for over 17 geographic locations throughout Iraq in support of hospitals, clinics, and emergency medicine facilities. Our support personnel are dedicated, professional, and highly experienced technicians.

Related NAICS / NACPS Codes

541690

541990

561210

8112
(WGC - 1.5)

8112
(WGC - 1.9)

54138
(WGC - 1.2)

Health Care Support Systems

Other Scientific and Technical Consulting Services

All Other Professional, Scientific, and Technical Services

Facilities Support Services

Maintenance and repair services for precision electronic medical equipment

Maintenance and repair services for electronic and precision equipment

Calibration of instruments and reference materials





Construction

At e-IRAQ our capabilities include all aspects of General Contract and Construction management and execution. In the performance of contracts e-IRAQ provides engineers, licensed general contractors, electricians, construction managers, business professionals, and skilled tradesmen, experienced in each area of construction and design that will be required for success within the scope of work typically presented by the contracts we are awarded.

Our goal always is to ensure the on-time, on-budget and safe completion of construction projects. To meet these goals, e-IRAQ employs comprehensive systems for project management, quality management, and of course, safety training and program management.

As a high quality General Contractor, we maintain and manage ongoing relationships with many of the region's best and fully-qualified subcontractors. However, we perform many of our contract responsibilities with our in-house capabilities, which include all of the following:

- ❖ Carpentry
- ❖ Concrete construction
- ❖ Construction Specialties
- ❖ CPM Scheduling
- ❖ Demolition
- ❖ Doors & Windows
- ❖ Drywall
- ❖ Electrical Construction
- ❖ Excavation/Site-Work
- ❖ Flooring
- ❖ HVAC & Plumbing
- ❖ Masonry
- ❖ Painting
- ❖ Waterproofing





**Related NAICS /
NACPS Codes**

236210

Construction

Industrial Building Construction

236220

Commercial and Institutional Building Construction

237990

Other Heavy and Civil Engineering Construction

238110

Poured Concrete Foundation and Structure Contractors

238120

Structural Steel and Precast Concrete Contractors

238130

Framing Contractors

238140

Masonry Contractors

238150

Glass and Glazing Contractors

238160

Roofing Contractors

238170

Siding Contractors

238210

Electrical Contractors and Other Wiring Installation Contractors

238220

Plumbing, Heating, and Air-Conditioning Contractors

238310

Drywall and Insulation Contractors

238330

Flooring Contractors

541330

Engineering Services

54131-2
(WGC – 4.2)

Project site master planning services for non-residential building projects

54131-2
(WGC – 5.1)

Construction project services including design build

54131-2
(WGC – 5.5)

Facility support services





Maintenance & Support

e-IRAQ provided comprehensive support services for the maintenance and operations of our customers' information technology and communications assets.

Support services available include the management of IT and communications equipment inventory, desktop inventory, preventative maintenance schedules, and break-fix repair operations. These support services are available through annual contract, or through per-incident and emergency service programs.



In addition to our maintenance and repair programs, e-IRAQ also offers a full complement of help desk and user assistance support services. These services, which can be provided to meet general user environment support requirements, can also be customized for your organization by e-IRAQ to meet your application- and work process-specific requirements.

Professional service personnel available through e-IRAQ to support these programs include A+ certified technicians as well as help desk and deployment support specialists.

Related NAICS / NACPS Codes

811212

Maintenance & Support

Computer and Office Machine Repair and Maintenance

811213

Communication Equipment Repair and Maintenance

561499

All Other Business Support Services

54151
(WGC – 1.5)

IT technical support services

54151
(WGC - 1.5.4)

Other IT technical support services





Training Management & Delivery

e-IRAQ supports the training initiatives of both Government Agencies and private businesses throughout the Middle East.

Training program management services available through e-IRAQ include turnkey training programs, custom developed application- and process-specific training programs, and leadership training programs at all levels.

e-IRAQ supports the development and managed delivery of training with our dedicated instructional design staff, instructors, and training program managers.



Delivery models for both turnkey and custom training programs include classroom delivery, self-paced training, and comprehensive train-the-trainer programs.

Training programs featuring classroom instruction for students and trainers are conducted at our facilities in Iraq and Jordan, as well as through deployed on-site training programs throughout the Middle East.

Related NAICS / NACPS Codes

611710

Training Management & Delivery

Educational Support Services

611430

Professional and Management Development Training

611420

Computer Training

711

(WGC – 14.8)

Education services

54151

(WGC - 1.11)

IT-related training services

54133

(WGC - 1.11)

Training in engineering services





e-IRAQ employs dedicated and highly trained professionals in each field and occupation for which we provide services. Most all contracts and operations supported by e-IRAQ are performed utilizing full time e-IRAQ employees who are committed to our organization and the successful completion of each contract to our customers' total satisfaction.

Individuals employed by e-IRAQ include personnel with comprehensive experience and qualifications in the disciplines of:

- ❖ Construction Management
- ❖ Construction Skilled Trades
- ❖ Construction Heavy Machine Operations

- ❖ Precision & Medical Diagnostic Equipment Repair and Maintenance
- ❖ Equipment Calibration

- ❖ Information Technology Architecture
- ❖ Information Technologies Deployment and Implementation Support
- ❖ Information Technologies Systems Management
- ❖ Information Technologies Equipment Repair and Maintenance
- ❖ Information Technologies Application Development and Support

- ❖ Education and Training System Design
- ❖ Training and Instructional Delivery

The personnel that e-IRAQ assigns to meet your project's unique requirements will offer the greatest reliability and efficiency as demonstrated by our past performance engagements, which include: every major construction discipline, from small repair projects to large building renovations; support for medical equipment repairs, calibration and maintenance for hospitals, clinics and emergency medical clinics in over 17 geographic locations in Iraq; as well as comprehensive training and information technology support and communications provisioning for the Joint Contracting Command, Iraq/Afghanistan; Multi-National Forces-Iraq; Multi-National Corps-Iraq; Ministry of Defense-IRAQ and the Ministry of Interior-Iraq.





Type	Title / Description	Value	POC / Owner
Medical Equipment Maintenance and Support	Maintain, calibrate, train, and support 19 MOD, MOI, and ISOF clinics and hospitals throughout Iraq	\$8,000,000.00	Joint Contracting Command – Iraq / Afghanistan, MNSTC-I, Support Division
Logistics, support, and maintenance of VSAT systems	W91GY0-06-M-0670 Data services networking solution for disparate medical facilities within Iraq	\$962,357.80	Joint Contracting Command - Iraq Security and Justice Sector – PCO Annex
Training and Support	W91GY0-06-M-0889 Train Iraqi MOD (Ministry of Defense) officers in the Network Operation Center	\$328,300.00	Ronnie G. Doud, CO
Purchase, Shipment, Delivery and Install of IT Equipment	Purchased equipment for BDE and BN staff located throughout Iraq	\$196,000.00	LTC Miriam Cruz, MNCI Civil Affairs Brigade
Materials purchase / construction to secure Troop Motor Pool, Camp Slayer; labor provision	Built walls, entry/exit access, Constantine wire placement; built staff building within TMP; built overhead cover for the local national mechanics	\$120,000.00	MAJ Endre Gayer
Rooftop replacement, two (2) buildings	Purchased material to roof two damaged buildings	\$40,000.00	MAJ Endre Gayer
Purchase, Shipment, Delivery and Install of IT equipment	Established operational 24-hr Operations Center	\$210,000.00	LTC Miriam Cruz, MNCI Civil Affairs Brigade
Purchase, shipment, and delivery of SUVs / Gators	Used SUVs/Gators in and around the Camps and FOBs in support of the geographically dispersed CA Companies throughout Iraq	\$250,000.00	LTC Miriam Cruz, MNCI Civil Affairs Brigade
Purchase, Shipment, Delivery and Install of one Shower Trailer	Prepared grounds, installed and leveled the trailer, installed plumbing, installed two tanks (Septic and Potable water), built a porch with lights	\$70,000.00	LTC Miriam Cruz, MNCI Civil Affairs Brigade



