



UEI - MFKQQ2GCLUM4
CAGE Code - 9KRG2

Virtus Digital, LLC is a Minority-Owned, SBA Approved HUBZone Mentor Protégé Joint Venture (MPJV) between Softrams, a Tria Federal company (Mentor) and VITG (Protégé).

We serve as trusted advisors to HHS, bringing extensive CMS domain expertise across a broad spectrum of capabilities, including application development, systems integration engineering, data modernization, and cloud enablement. Our digital transformation capabilities are empowered by human-centered design (HCD), Design Thinking, DevSecOps, AIOps, Operational Intelligence, and Data Modernization — enabling secure, scalable, and user-centric solutions that drive mission success. We enable our clients to achieve their mission-critical goals with agility, efficiency, and innovation.

Joint Venture Members



UEI - PL7UK3MJJ2S9
CAGE Code - 7Q743



UEI - P4X8JNU7TMQ7
CAGE Code - 79TZ3

Joint Venture Contracts



GSA MAS Schedule
Contract #47QTCA25D00AB



8(a) Sole Source

Small Business Certification



U.S. Small Business
Administration

JV Members' Contract Vehicles

- 8 (a) STARS III
- GSA COMET
- GSA MAS
- SPARC
- OASIS+8(a)
- CIO-SP3 SB
- OASIS+SB

CAPABILITIES



Design Thinking

- User Centered Experience, Service Design & Inclusive Design



Artificial Intelligence (AI)

- Machine Learning (ML)
- Natural Language Processing (NLP) and Conversational AI
- Robotic Process Automation (RPA) and Intelligent Automation
- AI Ops and AI-driven Data Analytics



Cloud Enablement & Managed Services

- CloudOps and AIOps for autonomous operations
- FinOps and SecOps for cost-effective, secure cloud governance
- DevSecOps and automation to accelerate secure delivery
- Observability and optimization for performance at scale
- Hybrid and multi-cloud management for flexibility and control



Cyber Security

- Security Operations (SecOps)
- Risk Management & Compliance
- Cloud Security
- Application & DevSecOps Security
- Data Protection & Privacy



Data Services Modernization

- Data Engineering & Analytics
- Data Science & AI
- Data Visualizations
- Enterprise Data Platforms
- Serverless Data Architecture & Advanced Analytics



Customer Support

- Tier 1, Tier 2 and Tier 3 Helpdesk operations



Digital Experience Platforms (DXP)

- SalesForce & AgentForce
- ServiceNow
- Multi-Tenant Architecture
- Low-Code Solutions
- Data Security and Compliance
- Mobile Ready



Application Development

- Enterprise integrations
- OKTA SSO & Multi Factor Authentication
- Application transformation
- Legacy modernization
- API first micro service architecture



Site Reliability Engineering

- Observability & Monitoring
- Incident Management & Response
- Capacity Planning & Performance Engineering
- Disaster Recovery & Business Continuity
- Resilience Engineering



Cloud Content Management

- User centric Web Content Management
- Content Governance & Compliance
- Secure Collaboration & File Sharing
- Access Control & Identity Management
- Workflow Automation & Business Process Enablement
- Digital Asset Management (DAM)

Quality and Process Maturity



CASE STUDIES

CMS - Health Plan Management System (HPMS)

AWS cloud migration and 60% Modernized with API first methodology; Mission critical high policy impact system for Medicare MA (Part C) and PD (Part D); MFA implementation and API key management functionalities and full-service helpdesk services; 100% ATO on first attempt; Zero Trust Architecture; Implemented an agile delivery model, DevSecOps, and CI/CD with 100% regression automation. Processing Transaction volume more than 1.2 billion every week. Exceptional CPARS.

CMS - CMMI Technology Solutions (CTS)

Completed IDOS transition ahead of schedule; Onboarded four new CMMI Models and users within the Salesforce and IC platforms, integrated Salesforce and RF platforms with 4i PECOS API for provider vetting, developed eSign solution and integrated with three CMMI models to streamline the document signing process; Processed ~120 million records and files, stood up CMS AWS sandbox environment for RF and MDPCP platforms, migrating RF platform from onprem to CMS AWS, which will result in ~2.2 million operational cost savings to CMS, and introduced changes to CTS application architecture, deployment process, and infrastructure to realize additional cost savings to CMS. Exceptional CPARS.

CMS - Data Dissemination Service Modernization (DDSM)

Implemented a serverless solution for approval and transmission of data extracts to CMS Box. Integrated with various shared services CMS Okta. Box for a seamless data delivery process. Enabled automated and secure data sharing with external federal organizations. Exceptional CPARS.

CMS - The Beneficiary Eligibility Suite of Systems and Transactions (BESST)

Managed a High-Availability Medicare application in AWS EAST and WEST regions, processing over 2.1 billion real-time transactions annually with a 500 TPS peak SLA. After a successful program transition from a difficult incumbent, we implemented SAFe Agile and DevSecOps, optimized infrastructure to save over \$200K, and modernized legacy applications. This resulted in exceptional CPARS and the delivery of new features while providing full-service help desk and production support.

"Softarms is an excellent and committed partner, and will work hard to develop a quality product for their customer. They continue to find innovative ways to meet the expanding needs of the Medicare Advantage and Prescription Drug Programs."

-CONTRACTING OFFICER REPRESENTATIVE

CMS Enterprise Cloud Content Management (ECCM)

Provides full-cycle O&M and development for the ECCM platform, a cloud-based solution for CMS' unstructured data. Full-cycle cloud-managed services, digital transformation, and CI/CD of solutions using a DevSecOps approach to build new applications and enhance existing ones, ensuring the platform is scalable, secure, and compliant. The platform leverages Drupal and AI/ML to simplify data access and automate content categorization. Deploys ML models to automatically classify document types using CMS-compliant datasets, ensuring precise grouping, accurate tagging, and automatic flagging of PII/PHI. Reduces manual effort, improves content searchability, and decreases user reading time by providing AI summarization and Q&A functionality.

"The team supported multiple end-to-end testing and demonstration with multiple teams without any defects. With a Continuous Integration/Continuous Delivery approach, the contractor was able to deliver on schedule and ahead of schedule."

-CONTRACTING OFFICER

VA Performance Oversight and Access Reporting System (POAR)

SaaS solution that automates analytical reporting for the VA's Integrated Veteran Care (IVC) office, enhancing oversight of healthcare purchased outside VA. Integrates data from numerous VA sources using robust Extract, Transform, Load (ETL) processes, providing comprehensive insights into network performance, costs, and usage trends. Uses Geospatial analysis through Microsoft Azure mapping. Human-centered design uses interactive dashboards and reports via a secure Tableau interface hosted on the WellHive SaaS platform.

CMS Enterprise Portal

Central gateway for 60+ ADO applications; Developed shared modules and integration patterns for seamless app connectivity and consistent user experience. Implemented CI/CD and a Splunk-based operational intelligence platform for efficient deployments and comprehensive infrastructure monitoring. Very good CPARS.

JV Partner Clients



JV Partners NAICS Codes

Technology 541511 | 541512 | 541513
541519 | 541330 | 541990

Consulting and Research 541611 | 541612 | 541618 | 541690
541720 | 541715 | 561499

Engineering and Infrastructure 541330 | 518210
519130