

FRONTLINE

DIGITAL

UEI - LVCCWLBLEKL4 | CAGE Code - 8RJ29

JOINT VENTURE MEMBERS

Tekstripes: UEI - X5XCEM1WE595 | CAGE Code - 8LFZ4

SOFTRAMS: UEI - P4X8JNU7TMQ7 | CAGE Code - 79TZ3

Frontline Digital Services is a Minority-Owned, SBA Approved SDVOSB Mentor Protégé Joint Venture (MPJV) between Softrams, LLC (Mentor) and TekStripes, LLC (Protégé).

Service-Disabled Veteran-Owned Small Business (SDVOSB)

We offer a holistic approach to empower customers with cutting-edge Artificial Intelligence (AI), Machine Learning (ML), and Agentic AI solutions that automate complex workflows with human-in-the-loop oversight.

JOINT VENTURE CONTRACT

GSA GSA #47QTCA26D002D

JV MEMBERS' CONTRACT VEHICLES

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

SMALL BUSINESS CERTIFICATION



JV PARTNERS AND AFFILIATIONS



CAPABILITIES

Human-Centered Design (HCD)

- User, Customer & Human Experience

Artificial Intelligence (AI)

- Machine Learning (ML)
- Robotic Process Automation (RPA)
- Generative AI & LLM-Powered Solutions

Agentic Development

- AI Agents & Multi-Agent Orchestration
- Agentic SDLC & AI-Assisted Engineering
- Model Context Protocol (MCP) & Tool Integration
- Human-in-the-Loop Governance & Guardrails

Cloud Services

- Infrastructure as a service (IaaS)
- Platform as a service (PaaS)
- Software as a service (SaaS)
- Serverless computing

Cyber Security

Customer Support

- Tier 1, Tier 2 & Tier 3 Helpdesk operations

Data Services

- Data Modeling
- Data Analytics
- Big Data
- Data Visualizations
- Data Strategy
- Data Foundation

Salesforce

- Multi-Tenant Architecture
- API Ecosystem
- Low-Code Solutions
- Out of box User Interface
- In-built AI and real-time Analytics
- Data Security and Compliance
- Mobile Ready
- App Market Place

Application Development

- SSO across complex enterprise applications
- Application transformation
- AI/Agent-accelerated legacy modernization

JV PARTNER CLIENTS



QUALITY AND PROCESS MATURITY



CMMIDEV / 3SM
Exp. 2022-10-24 / Appraisal #3457



CMMISVC / 3SM
Exp. 2022-10-24 / Appraisal #3457

CASE STUDIES

CMS - Health Plan Management System (HPMS)

CMS Health Plan Management System (HPMS) migrated to AWS cloud with 60% of components modernized using an API-first methodology to support mission-critical Medicare MA (Part C) and Part D policy operations, advanced fraud detection, and large-scale analytics. The platform enables real-time and batch analytics on plan, provider, and utilization data to identify anomalous patterns, strengthen program integrity, and support data-driven policy decisions. Robust security features include MFA, API key management, and Zero Trust Architecture, protecting sensitive Medicare data while enabling secure integration with fraud and analytics services. The solution delivers an agile model with DevSecOps and CI/CD, achieving 100% regression automation and a 100% ATO on first attempt while processing over 1.2 billion transactions weekly in support of fraud, waste, and abuse monitoring. Operations are backed by full-service helpdesk support and exceptional CPARS ratings.

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 on-prem 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 - Innovative Design, Development, and Operations Contract (IDDOC)

Built serverless cloud-based enrollment system for direct contracting models (4i - 4 Innovation) using SAFe methodology and Human centered design facilitated joint application design; Transformation complex programming rewritten using python resulting in more than 76%-time reduction; 100% ATO on first attempt; Very Good CPARS. Streamlined model onboarding process. 7 model Onboarded.

USCIS - Outcome-based delivery and DevOps service (ODOS III)

Provide continuous DevOps support for the Electronic Immigration System (ELIS) utilizing industry wide best practices that deliver mission value and cost-effectiveness; Utilize Continuous Integration/Continuous Deployment (CI/CD) for continuous delivery and a combination of Java spring monolith and microservices based architecture in AWS cloud that is scalable & highly available; Very Good CPARS

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

High Availability Application (HAA) utilizing AWS EAST and AWS WEST Regions; Mission Critical Application support Medicare beneficiary eligibility data in real-time; Successful transition of the program from a difficult incumbent team and delivered new features during transition, organic growth transitioning IV&V functions; Full Service Help Desk and Production Support Functions; Optimized infrastructure to reduce spend by over 200K; Adopted and Implemented SAFe Agile Delivery Model, DevSecOps, and increased automation; Processing Transaction volumes over 2.1 billion a year supporting peak SLA of 500 TPS; Modernized the HETS Transmission Tool and on track to Modernize the HDT application; Exceptional CPARS.

HHS - Fraud Prevention System (FPS)

Delivered a modernized HHS Fraud Prevention System that uses Hadoop-based data pipelines and advanced predictive models to analyze billions of historical and streaming Medicare claims, processing over 11 million fee-for-service claims daily and generating risk scores to flag high-risk providers, beneficiaries, and billing patterns in near real time. Integrated model outputs with HHS and contractor case management workflows to focus investigations on the highest-risk leads, strengthen program integrity operations, and help drive substantial program integrity savings and high returns on HHS's fraud prevention investments; Exceptional CPARS.

“ Softrams 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

JV PARTNERS NAICS CODES

TECHNOLOGY		CONSULTING & RESEARCH			ENGINEERING & INFRASTRUCTURE	
541511	541512	541611	541612	541618	541330	518210
541513	541519	541690	541720	541715	519130	
541330	541990	561499				