

Arrikai LLC



OVERVIEW & CAPABILITIES BRIEFING



Arrikai LLC is an SBA certified 8a and HUBZone technology solutions firm serving private & public sectors clients along four core service areas



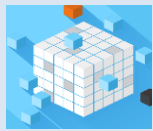
At a Glance

- ▶ Founded in 2015 (8a, HUBZone)
- ▶ Contract Vehicles: GSA MAS #47QRAA19D009J, Seaport NxG (sub), eFast, OASIS (sub)
- ▶ Primary NAICS: 541330, 541611, 611430, 541511 541512, 611430



Clients & Experience

- ▶ Client examples: DON, USMC, USAF, HHS, DHS, FDIC, CMS, FDA, Verizon
- ▶ Leadership team with several decades of experience at top management consulting & advance technology firms
- ▶ Bring proven best practices, insights and IT expertise to every client project



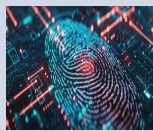
Operations & Efficiency: Implement strategies to transform clients' operations



Information Technology: IT solutions tailored to your needs



Digital Transformation: Leverage changes and opportunities of digital technologies



Cyber Security: Solutions to secure critical systems, IT assets, and data

60%

Percentage of our staff with cross functional IT support services experience



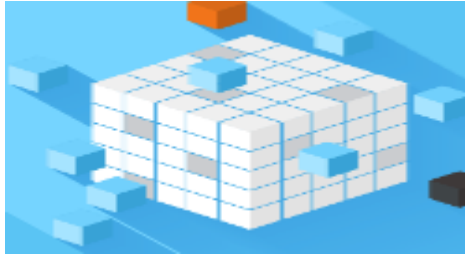
Certified Scrum Masters with IT strategy and app dev experience



PMI-certified PMs and PgMs to help develop and/or support TIPs IT PMO (Project/Program Management Office)



We provide a broad range of services and solutions in technology, management, engineering and consulting



Operations & Efficiency

Capability Areas:

- ❖ Business Transformation
- ❖ Governance & Compliance
- ❖ Portfolio & Asset Management
- ❖ Performance Management
- ❖ Workforce Dev & eLearning
- ❖ Process Redesign
- ❖ Cost Takeout/Cost Optimization
- ❖ PMO Design & Operations



Information Technology

Capability Areas:

- ❖ DevSecOps
- ❖ Agile Development
- ❖ Software Dev & Integration
- ❖ Software Testing & Evaluation
- ❖ Web Development
- ❖ Automated Testing (TDD, BDD)
- ❖ 508 Compliance Testing
- ❖ No-code/Low-code



Digital Transformation

Capability Areas:

- ❖ Artificial Intelligence/Machine Learning
- ❖ Digital Strategies
- ❖ Data Analytics (Tableau, Hadoop)
- ❖ Cloud Strategy
- ❖ Agile Development
- ❖ User Interface/Experience Designs (UI/UX)
- ❖ Citizen/Customer Experience (CX)
- ❖ Robotic Process Automation



Cyber Security

Capability Areas:

- ❖ Threat & Vulnerability Management
- ❖ Application Security
- ❖ Penetration Testing
- ❖ Vulnerability Management
- ❖ Security Architecture & Engineering
- ❖ Zero Trust Architecture
- ❖ Cyber Security Advisory

We have an expanding client footprint across the federal space, state & local government and the private sector



Operations & Efficiency



Information Technology



Digital Transformation



Cyber Security





DON Office of General Counsel Administrative Support Services and 360 Degree Assessment



Challenge

1,100 attorneys and professional support staff dispersed across 140 offices worldwide comprise DON OGC. DON seeks to improve communications and assess the performance of its staff in order to provide effective legal advice to Navy and Marine Corps officials. These officials include the SECNAV, the Under Secretary of the Navy, the Assistant Secretaries of the Navy and their staffs, and the multiple components of the DON, to include the Navy and the Marine Corps. To that end, DON contracted with Arrikai LLC to provide communications, performance assessment and admin support services



Solution

We supported DON OGC's strategic communications program, policies, activities, social media and online presence and future initiatives by planning, developing, coordinating, monitoring, and analyzing communications with various audiences, including internal DON OGC members. Arrikai LLC administered individualized 360-degree assessments in order to provide leadership and attorney development feedback. We also managed communication of information in and out of the office including processing and distributing classified documents.



Results

Successfully assessed and provided leadership and attorney development feedback for approximately 100 OGC personnel for which we had a 90% participation rate. We effectively supported and advised DON OGC executive-level management, subject-matter-experts (SMEs) on communications products including speechwriting, and public affairs services. We coordinated meetings, calendars, schedules, events, conferences, or other DON OGC-related engagements (referred to hereafter as "meetings") with senior executives and flag officers within the Department of Defense.



Health Plan Management System (HPMS) Application Maintenance and Enhancement Services



Challenge

HPMS facilitates the numerous data collection and reporting activities mandated for Medicare Advantage and Part D plans by legislation, including, but not limited to, the Medicare Prescription Drug, Improvement and Modernization Act (MMA) of 2003, the Medicare Improvements for Patients and Providers Act (MIPPA) of 2008. Due to large amount of data collection and thousands of transactions daily, CMS required a complete modernization of the HPMS without any interruptions in services provided.



Solution

Successfully designed, developed, and updated web content and components for legacy CMS modules/applications. Developed enhanced reporting using Tableau, HTML5, CSS, JavaScript, Oracle, ASP, ColdFusion, MSSQL, ASP.NET, C#, and .NET. Services included application development, website usability, data analytics, and cloud operations, specifically on the Amazon Web Services (AWS) platform. In alignment with the DevOps model employed by HPMS, Arrikai created and elevated new features and functional into production



Results

Enhanced the information system that serves a critical role in the daily operations and high-profile initiatives of the Medicare Advantage (MA) and Prescription Drug (Part D) programs. Improved communications, collaboration, and integration between development, quality assurance, and operations teams. Provided vital system support for the ongoing operations of the MA and Part D plan enrollment and plan compliance business functions as well as for the agency's strategic planning and program analysis activities.



Next Generation Desktop Customer Relationship Management COTS Support Services



Challenge

Next Generation Desktop (NGD), based on Oracle Siebel, has served the Medicare beneficiaries and Marketplace consumers for over 20 years. While it has fulfilled needs, CMS is interested in exploring modern solutions.

CMS requires contractor to provide ongoing operations, maintenance, and enhancements for the NGD application, while ensuring NGD integration with external data sources and systems. The focus is also to support quality/testing and DevOps for all applications/systems which the NGD team maintains today.



Solution

We are effectively participating in architectural design, storage capacity planning, optimal server performance and expansion for Installation and configuration of the internal server hardware infrastructure; new installations, upgrades and/or technology refreshes. Arrikai is performing weekly vulnerability scans IAW DISA requirements. We support defining, documenting, and maintaining system and customer requirements. We provide DevOps support. We comply with the CMS Certification & Accreditation policies



Results

Provide ongoing operations, maintenance, and enhancements for the NGD application, while ensuring NGD integration with external data sources and systems. Our efforts help approximately 20,000 Medicare and marketplace customer service representatives process more than 60 million calls annually. Our efforts help to support 5K+ concurrent customer service reps user sessions. Our efforts help CMS assist consumers who shop for or seek information about private health plans via the federally run marketplace.



Federal Emergency Management Agency's Independent Verification and Validation/Test & Evaluation



Challenge

To ensure that all IT projects and services meet DHS and other federal standards, FEMA's Office of Chief Technology Officer seeks services in Independent Verification and Validation (IV&V) through a BPA. The BPA offers FEMA Directorates an enterprise level vehicle to provide services in system IV&V, testing on all existing and new FEMA IT systems and applications across the enterprise. FEMA also sought testing services for systems, infrastructure enhancements and pilots across the organization



Solution

We successfully provided test planning and execution, automated testing and securing testing. Arrikai provided a variety of scripting languages and tools for compliance and test automation services, emphasizing Agile Development, DevSecOps, Continuous Integration, and Continuous Delivery (CI/CD) methodologies.

We conducted performance, load, stress, and endurance testing ensures these systems can handle peak loads and maintain continuous availability, even during critical events.



Results

Arrikai LLC ensures the quality and functionality of mission-critical IT systems within the agency. We conduct a range of testing activities, including Functional Testing, Performance Testing (Load, Stress, and Endurance), Automation Testing, and Regression Testing. We develop intricate manual and automated test cases, ensuring full test coverage and traceability back to verified requirements. We foster open communication with FEMA development teams, working collaboratively to identify and address customer needs and recommend improvements.



United States Air Force (USAF) Strategic Communications, Outreach and Social Media Support



Challenge

The Invisible Wounds Initiative (IWI) was started at the direction of the Under Secretary (USecAF) and Vice Chief of Staff of the Air Force (VCSAF) with the mission to identify opportunities to better support Airmen and their families who are suffering from Invisible Wounds. IWI was absorbed under the umbrella of the USAF's Integrated Resilience Directorate (HAF/A1Z) to better utilize resources. Given this new alignment under HAF/A1Z, the USAF is challenged to maintain visibility and importance of IWI. As such, the USAF embark on a communications, outreach and on-line branding program for the initiative.



Solution

Successfully supporting assessment of HAF/A1Z strategic communications and recommend enhancement opportunities (in support of both internal and external stakeholders) to improve transparency, information dissemination, change management and to foster a more inclusive culture. Developed a digital strategy and implemented an optimization plan, including search engine optimization (SEO) and content strategy, awaiting higher client prioritization for implementation. Used data analytics for social media metrics to drive actionable insights.



Results

Increased awareness and knowledge of the Invisible Wounds Initiative in key stakeholder groups in Headquarters Airforce (HAF). Initiated the development of communication campaigns, setting the foundation for future comprehensive strategies. Successfully created and disseminated social media content for awareness days/months, increasing engagement and visibility. Increased social media presence (www.resilience.af.mil, Facebook, Instagram) and improved collaboration among key USAF wounded warrior initiatives.



Verizon Communications Inc., AI/ML Natural Language Processing Chatbot Implementation



Challenge

With over 150 locations and a global leader delivering innovative communications and technology solutions Verizon's Office of the Chief Information Officer (OCIO) sought to use IT as a major business enabler assisting the company's business units in delivering increased value, driving growth and increasing efficiencies. One initiative aimed at meeting the efficiency and cost reduction objectives was the implementation of an AI/ML driven chatbot for self-help/bot aided and initial agent response (Tier-0/Tier 1) customer support.



Solution

Arrikai analyzed and designed AI/ML use cases. We conducted technical assessment and selected the appropriate technologies to develop a knowledge-based framework. We used open-source tools and text mining tools to develop the analysis framework. We incorporated machine learning techniques into the framework to provide context-based search and response capability. We developed the code and tested the chatbot intents and transactions for phase 1 deployment. We uploaded the code in a private, secure GitHub workspace location We used multiple tools to test the product throughout the development cycle.



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MBA, Washington University, St. Louis
B.Sc., Mechanical/Aerospace Engineering
Certs: PMP, CSM, Prosci, AWS, BB LSS

- Senior Executive with over 25 years of experience as a management consultant, successfully providing services to private and public sector clients
- Representative Gov't clients: DON, USMC, USAF, DLA, VA, DHS, IRS, HHS
- Experienced applying IT and business solutions for mission effectiveness
- Experienced in tech driven transformation
- Previous employers: Booz Allen, Deloitte Consulting



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B.A. Economics & Political Science, Hampden-Sydney College.
Certs: CSM & AWS

- Senior Executive with over 30 years of experience providing technology solutions to private and public sector clients.
- Representative Gov't clients: DOS, DHS, HHS, DoD, GSA
- Expert in transforming CRM and business operations with AI, Intelligent Automation, Business Intelligence, and Data Analytics.
- Previous employers: Microsoft, Salesforce, UiPath, Oracle, Accenture, Booz Allen Hamilton.



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Ph.D. University of California, Theoretical Physical Chemistry Post Doctoral, MIT
B.Sc., Physical Chemistry, Penn State

- Over 40 years experience in federal contracting
- Experienced corporate, project, and technical manager for federal projects
- 6 years of acquisition experience at NCI FFRDC on behalf of the Federal government
- Knowledge of a wide variety of technology and scientific disciplines
- Previous employers: SAIC, Leidos, Verisign, Radiant Digital