



VALOR FOUR

STRENGTH IN SERVICE.
POWER IN PARTNERSHIP.

VALOR FOUR

JOINT VENTURE CAPABILITY STATEMENT

VCK | KJB Solutions | Slice Global | Contact Center 411
UEI: SWNKTHHVR6L3 | CAGE: 18KR2 | contact@valorfour.com
Address: 8401 Maryland Dr #6487, Richmond, VA 23294 | Web: valourfour.com
LinkedIn: linkedin.com/company/valor-four



AI-READY DIGITAL SERVICES | CLOUD MODERNIZATION | VA DATA PLATFORMS | CONTACT CENTER ENABLEMENT

JV LEADERSHIP CONTACTS

Mark Viterna
VCK
mark@viterna.com
502-216-8317

Noel Colaco
Contact Center 411
noel.colaco@contactcenter411.com
305-495-1434

Kirby McLennan
Contact Center 411
kirby.mclennan@contactcenter411.com
602-295-4029

Ken Brunetto
KJB Solutions
k.brunetto@kjbssolution.com
571-277-3586

Bennett Ellis
Slice Global
bennettellis@slice-global.com
703-201-1278

Brian Golden
Contact Center 411
brian.golden@contactcenter411.com
619-546-6300

MAILING ADDRESS: 8401 Maryland Dr #6487, Richmond, VA 23294

CAPABILITY STATEMENT

Valor Four combines Veteran-led federal mission experience, proven VA platform sustainment, cloud-native software engineering, AI integration, and contact center/customer experience enablement. The JV is designed to deliver secure digital services from intake through data exchange, analytics, modernization, and production operations - with small-business agility and prime-level delivery discipline. **Mission fit:** VA and federal health IT, cloud modernization, data access/exchange, Agile DevSecOps, AI-ready infrastructure, customer support modernization, and mission operations.

AT-A-GLANCE

JV entity: Valor Four Joint Venture | UEI SWNKTHHVR6L3 | CAGE 18KR2
Partner base: SDVOSB/VOSB/WOSB and technical small-business depth
Vehicles / experience: GSA MAS, T4NG, ESIP, DAS4, VA cloud programs
VA footprint: 2M+ daily transactions; 26+ dataflows; 50+ partner systems; 5 PB cloud storage
Primary contact: Mark Viterna | mark@viterna.com | 502-216-8317
Address: 8401 Maryland Dr #6487, Richmond, VA 23294
Operating model: Integrated capture, delivery, engineering, operations, reporting, compliance

COMPANY DATA	CERTIFICATIONS & CREDENTIALS	NAICS / CONTRACT ALIGNMENT
<ul style="list-style-type: none"> Valor Four JV: UEI SWNKTHHVR6L3; CAGE 18KR2; address 8401 Maryland Dr #6487, Richmond, VA 23294; valourfour.com; contact@valorfour.com VCK: SDVOSB; CAGE 17QZ5; UEI YFFDL75HBAL8; Madison, IN KJB: VOSB; established Oct. 2015; CAGE 7XTV1; UEI NME2PP5GSH74; Leesburg, VA Slice: SBA-certified WOSB; founded 2018; Manassas, VA Contact Center 411: CAGE 115Q4; UEI P36MJ1J3NSA3; Tempe, AZ 	<ul style="list-style-type: none"> AWS Certified Solutions Architect - Professional / Associate; AWS Developer - Associate AWS Partner Network, CompTIA Security+, SAFE, CMMC Center of Excellence credentials Compliance experience: CMMC, NIST 800-171, NIST SP 800-53, FISMA, FedRAMP/StateRAMP, ATO support 	<ul style="list-style-type: none"> 541512 - Computer Systems Design Services 541511 - Custom Computer Programming Services 541513 - Computer Facilities Management Services 541519 - Other Computer Related Services 518210 - Infrastructure / Data Processing 511210/513210; 519130 - Software and Web Services

CORE COMPETENCIES

- AI & Digital Services:** AI/ML integration, AI-ready workflows, U.S. Digital Service aligned delivery, governance-aware modernization
- Cloud & Infrastructure:** AWS GovCloud and Azure, serverless, containers, Kubernetes, IaC, cost optimization, 24/7 operations
- Data & Integration:** HL7 FHIR, SOAP/REST APIs, data access services, dataflows, BI, analytics, ETL, lineage-aware exchange
- Full SDLC Engineering:** Architecture, full-stack apps, DevSecOps, CI/CD, Agile/SAFE, release engineering, testing, documentation
- Program Delivery:** Scrum, project management, RTE support, risk/issue management, stakeholder management, reporting
- Security & Compliance:** ATO, NIST, FISMA, CMMC, FedRAMP/StateRAMP, vulnerability remediation, secure coding
- Contact Center CX:** CCaaS/telephony, routing, IVR, knowledge management, QA, workforce support, service analytics

PARTNER CONTRIBUTION MATRIX

Partner	Contribution
VCK	SDVOSB federal digital transformation, AI/ML, API integration, cybersecurity compliance, GSA MAS/DAS4/ESIP continuity, capture and mission alignment.
KJB	Veteran-owned VA systems sustainment, DAS/DAS4, ESIP, eMI, BHIE/FHIE, GovCloud operations, full SDLC delivery at mission scale.
Slice	Cloud-first architecture, senior software engineering, AI tools, serverless/container solutions, DAS rebuild experience, BI dashboards.
CC411	Contact center/customer experience operations and service delivery layer.

WHY VALOR FOUR

Valor Four is built to reduce delivery risk: Veteran-led mission ownership, proven VA operational footprint, cloud-native engineering economics, AI-aware modernization, cybersecurity rigor, and a complete team model that can support intake, engineering, data exchange, reporting, and continuous operations.

PARTNER PROFILE HIGHLIGHTS

VCK	KJB	Slice	CC411
SDVOSB digital transformation, AI/ML, API and FHIR integration, cybersecurity compliance, USDS-aligned delivery, and federal capture/mission expertise.	VOSB VA systems delivery with full SDLC, DAS/DAS4, ESIP, eMI, BHIE/FHIE, GovCloud, data transport, O&M, and reporting depth.	SBA WOSB with 35+ years senior architecture and development experience, cloud-native engineering, AI/ML integration, DAS rebuild, BI, and automation.	Contact center and customer experience member; add final operations profile, certifications, NAICS, past performance, and service-delivery differentiators.



REPRESENTATIVE PAST PERFORMANCE / RELEVANT EXPERIENCE

PROGRAM / CLIENT	PARTNER(S)	VEHICLE / PERIOD	RELEVANCE TO VALOR FOUR
VA Data Access Services (DAS/DESE & DAS4)	KJB, VCK, Slice, CC411	T4NG / GSA MAS; 2023-2026+	Full SDLC, O&M, cloud engineering and modernization for VA data access services; supports access to clinical and non-clinical veteran data across 26+ dataflows, 50+ partner systems, 2M+ daily transactions, and 5 PB cloud storage.
VA Enterprise Services Integrated Platform (ESIP)	KJB, VCK, CC411	T4NG; multi-year	Systems engineering, release management, Agile/DevOps coordination, partner integration, testing, documentation, and modernization support within VA OIT processes.
VA Enterprise Messaging Interface (eMI)	KJB	T4NG; \$13.2M+	Software development, systems engineering, testing, release management, partner coordination and documentation aligned to VA Agile/DevOps processes.
BHIE / FHIE Health Information Exchange	KJB	VA OIT	Bi-directional health information exchange and federal health information exchange supporting sharing of service member and veteran health information with VA care teams.
VA Enterprise Cloud / AWS ProServe delivery	Slice	AWS ProServe; 2019-2024	Cloud-native DAS rebuild achieved 20x throughput capacity at roughly 1/10 prior infrastructure cost; enterprise cloud operational tooling, monitoring, account automation, and BI dashboards.
Commercial / federal modernization advisory	Slice	2018-present	Kaiser Permanente SLA dashboards, Kyndryl/Raytheon billing automation, Kennedy Center data warehouse modernization, Verdigris IoT Kubernetes migration; demonstrates cloud, data, automation, and analytics depth.

DIFFERENTIATORS

Veteran-Led Mission Ownership VCK and KJB bring firsthand VA and veteran mission perspective, translating technical decisions into outcomes that matter to service members, veterans, and care teams.	Proven VA Scale Partner experience spans high-volume VA data exchange, enterprise services, GovCloud, production O&M, reporting, and multi-prime coordination.
Cloud-Native Economics Slice adds architecture depth focused on building for the cloud - serverless, containers, IaC, automation, observability, and cost-performance optimization.	End-to-End CX + Data Model With Contact Center 411, the JV can connect front-door customer engagement with secure platform delivery, data exchange, analytics, and continuous improvement.

TECHNOLOGY STACK <ul style="list-style-type: none"> • Cloud: AWS, AWS GovCloud, Azure, IBM Cloud, Vultr • Platforms: Lambda, Fargate, ECS, Step Functions, API Gateway, Kubernetes, ServiceNow • Data/dev: Node.js, Java, Python, Scala, MongoDB, DynamoDB, MySQL, Oracle, Redshift, Glue, DMS • AI tools: VA GPT, Microsoft Copilot, Claude, AI/ML integration, model-aware pipelines 	DELIVERY & GOVERNANCE <ul style="list-style-type: none"> • Agile / SAFe execution, Scrum Master and Release Train Engineering support • DevSecOps, CI/CD, automated testing, release management, incident and production operations • Architecture, dataflow documentation, Jira/Confluence, progress and compliance reporting • Security-first design: RMF, ATO, FISMA, FedRAMP/StateRAMP, NIST, CMMC, vulnerability management 	CONTACT & ADDRESS Mailing address: 8401 Maryland Dr #6487, Richmond, VA 23294 JV inbox / Web: contact@valorfour.com valorfour.com Mark Viterna: mark@viterna.com 502-216-8317 Ken Brunetto: k.brunetto@kjbsolution.com 571-277-3586 Noel Colaco: noel.colaco@contactcenter411.com 305-495-1434 Bennett Ellis: bennettellis@slice-global.com 703-201-1278 Kirby McLennan: kirby.mclennan@contactcenter411.com 602-295-4029 Brian Golden: brian.golden@contactcenter411.com 619-546-6300
--	---	--

INTEGRATED DELIVERY MODEL

1. Discover & Intake Requirements, stakeholder mapping, service journey, data inventory, and risk register.	2. Modernize & Integrate Cloud-native architecture, API/FHIR integration, data exchange, automation, and SDLC execution.	3. Secure & Govern RMF/ATO, CMMC/NIST alignment, privacy, lineage, access controls, and audit readiness.	4. Operate & Optimize O&M, monitoring, incident response, cost optimization, release management, and partner coordination.	5. Improve & Report KPIs, SLA dashboards, QA, analytics, feedback loops, and continuous improvement.
---	--	--	--	--

FEDERAL AGENCY EXPERIENCE



Department of War



Centers for Medicare & Medicaid Services



Department of Veterans Affairs

PARTNERS

