

CivicActions

Capabilities Statement

Who We Are

CivicActions is a digital services firm with 20+ years of experience delivering open source technology solutions for public sector agencies.

We build, maintain, and improve government digital services — helping develop lasting internal capability rather than ongoing vendor dependency.

We are structured for outcomes-based engagements: our work is measured by improving services for users and delivering mission impacts. As a global leader in open source engineering and public procurement, we don't just modernize systems, we foster scalability, interoperability and reusability. Our work supports some of the federal government's most critical public services, reaching hundreds of millions of Americans annually, from powering the critical healthcare platforms of CMS and the VA to defining new standards for GSA in accessibility. We are the only authorized small business provider of DITAP certification training, with 405 contracting officers graduated from 29 federal agencies.

Past Performance Highlights

CMS.gov, Medicare.gov, Healthcare.gov

Ongoing usability, content management, and technical improvements across Centers for Medicare & Medicaid Services' 10 enterprise sites, open data catalogs and mobile app serving 130M annual users, including Medicare.gov, Healthcare.gov, and CMS.gov.

VA.gov

Accessibility, modernization, and user experience improvements serving 48M annual Veterans Affairs users — veterans, caregivers, and families accessing healthcare and benefits.

USDS DITAP

Digital IT Acquisition Professional Training Program (DITAP). Authorized small business provider of DITAP certification training. 405 contracting officers graduated across 20+ cohorts from 29 federal agencies. 92% of participants would recommend it to a colleague. Awarded the DITAP Curriculum Refresh contract by USDS (DOGE) in 2024 — delivered in the open on GitHub.

NSF.gov

Open source platform development, DevSecOps, human-centered design and content architecture in support of National Science Foundation's scientific research funding and public information access.

Core Service Areas

Digital Service Delivery

User research, design and product strategy, and iterative delivery of public-facing digital services — built on real user feedback, journey mapping and continuous improvement.

Open Source Platforms

CivicActions is a leading implementer of Drupal for the federal government. Drupal is the most widely deployed open source content management system in the federal government, powering hundreds of agency websites and digital services. We maintain the U.S. Web Design System (USWDS) Drupal theme, serve as core maintainers of DKAN, and have made over 600 contributions to Drupal in 2025 alone. Agencies retain full ownership of all work produced.

Legacy System Refactoring

Incremental, risk-managed migration of aging systems to modern open architectures. Includes AI-assisted migration of legacy code from MUMPS to Python, preserving operational logic while opening systems to modern development practices and a broader talent pool.

Responsible AI Integration

We help agencies evaluate, select, and implement AI capabilities that fit their mission and maturity level — with human oversight, open tooling, and capabilities that stay within the agency. Includes open source AI migration tool development and hands-on AI training for procurement officers through DITAP.

DevSecOps & Infrastructure

Secure, cloud-native infrastructure on open standards with continuous integration, zero-trust architecture (ZTA), automated compliance, and FedRAMP-aligned security practices. Includes open source FISMA security and compliance automation developed by our certified CISO.

Capability Building

Embedded training and coaching to develop internal agency teams — reducing reliance on outside vendors and building durable in-house delivery capacity. Through DITAP, we train contracting officers in modern acquisition practices, including outcomes-based procurement, directly supporting the workforce transition required by the Revolutionary FAR Overhaul.

Accessibility & 508 Compliance

Section 508 compliance is built into every engagement as a baseline requirement, ensuring government services are fully accessible to all Americans. Co-developed OpenACR with GSA — an open source, machine-readable Accessibility Conformance Report tool now housed in the GSA GitHub repository.

What Distinguishes CivicActions

- 22 years of continuous practice. Founded in 2004, we have worked through multiple administrations and budget cycles — not as a modernization vendor, but as a long-term steward of public infrastructure that is still in use and continues to improve.
- Industry recognized. 2025 OrangeSlices Elev8 GovCon honoree. Named to the 2025 OrangeSlices Vanguard FedCiv 250 for proven performance in federal services contracting. 2024 Gaady Award honoree for OpenACR — recognized for advancing accessibility compliance in government procurement.
- The federal government's Drupal partner. Drupal is the leading open source content management system in the federal government, and CivicActions is its leading implementer. 50+ Drupal developers, 15+ Acquia certifications, maintainer of the USWDS Drupal theme, core maintainers of DKAN, and over 600 Drupal contributions in 2025. No firm has deeper or broader Drupal capability in the federal space.

- Accessibility leadership. Architects of OpenACR, equipping GSA's ACREditor. 75 W3C edX Accessibility certifications and a Drupal Core Accessibility Maintainer on staff — one of the deepest accessibility benches in federal digital services.
- Civic technology community. Founding members of the Digital Services Coalition. Founders of Technologists for the Public Good. USDS alumni on staff. Regular contributors to G2Xchange, FedScoop, StateScoop, FCW, NextGov, Government Matters, GCN, and Federal Times.
- We practice what we preach — in public. Our internal open practices are fully documented and publicly available on GitHub. We don't just advocate for transparency in government technology. We operate transparently.
- We build to transfer. Our goal in every engagement is to make ourselves less necessary over time, not more. When our engagement ends, the capability stays inside the agency.

Alignment with the President's Management Agenda

- Eliminate waste and reduce cost. Open source eliminates recurring licensing fees and vendor lock-in. Our agile, small-scope delivery model consistently reduces the total cost of ownership. Agencies retain all work products permanently — no re-procurement required.
- Accountability and transparency. Software built on open source can be audited by oversight bodies, inspectors general, and agency leadership. No black boxes. Every system we deliver can be examined and improved by anyone with standing to do so.
- Deliver results and consolidate. We deliver working services iteratively — not years-long projects with uncertain outcomes. Our use of Drupal, already deployed across hundreds of federal sites, directly supports the administration's goal of consolidating and standardizing government digital infrastructure.
- Ready for the Revolutionary FAR Overhaul. The RFO's shift toward principle-based, outcomes-oriented contracting with greater contracting officer discretion is the model CivicActions has always operated. We define success by measurable user outcomes, not deliverable checklists. We work in short cycles with continuous feedback — exactly what outcomes-based contracts require. And through DITAP, we are actively training the contracting officers who will implement these changes across the federal government. CivicActions is not adapting to the new procurement environment. We are already in it.

Contract Vehicles & Company Information

CivicActions, Inc.

UEI: XSZFHRS5QFL5 **CAGE Code:** 65FK1

NAICS: 541511, 541512, 541513, 541519 **Founded:** 2004 (incorporated California 2010)

GSA Schedule: GS-35F-337BA (Professional Services, Health IT, Cloud) **CMAS:** 3-25-04-1042

CivicLabs Alliance

A mission-driven joint venture uniting Huntridge Labs and CivicActions. SBA-certified Service-Disabled Veteran-Owned Small Business (SDVOSB). Available for set-aside procurements requiring SDVOSB eligibility.