Application: 6275

Cal Zemelman, Chief AI Officer (CVP)

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Customer Value Partners

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Additional Contacts

I do not wish to list additional contacts

Page: Entry Information

Entry Title

Cal Zemelman, Chief AI Officer (CVP)

Category

E10. Executive of the Year - Artificial Intelligence

Executive Nominee Submission Format

Written Answers

a. Briefly describe the nominated executive's employer: the organization's history and past performance (up to 200 words). Required

Founded in 2003, Customer Value Partners (CVP) is a leading healthcare and next-gen technology consulting company helping public sector clients solve critical challenges, achieve lasting transformation, and build a better, brighter future. CVP's synergistic capabilities include Healthcare Technology & Operations, Research & Evaluation, Digital Modernization, Cybersecurity, Data Science, Business Transformation, Customer Research & Engagement, and Talent Management Solutions. The firm primarily serves federal agencies, focusing on the Departments of Health and Human Services, Veterans Affairs, Agriculture, Homeland Security, and State. CVP's approach to innovation is customer-centric: its NextLabs R&D team builds mission-enabling Technology Accelerators designed to solve real-world problems with a focus on flexibility, functionality, compliance, security, and alignment with government mandates.

With an integrated approach to building and executing evidence-based, outcome-focused solutions, the firm has built a strong reputation for helping clients transform the way they do business to better achieve their missions. CVP's strong culture of mutual respect, accountability, and integrity drives its success, demonstrated through exceptional CPAR ratings, nearly 100% recompete rate, unwavering client satisfaction, and countless industry and innovation awards—including 11 years on the Inc. 5000.

b. Outline the nominated executive's achievements since the beginning of 2023 that you wish to bring to the judges' attention (up to 250 words). Required

After 12 years with CVP, Cal Zemelman was recently named the firm's first Chief AI Officer—leading the firm's AI strategy and NextLabs innovation team to drive business value in the modernization of federal government operations.

Since 2023, Cal has spearheaded groundbreaking data science and AI initiatives, most notably architecting Franklin™ —a suite of secure AI products designed to meet the unique needs of federal government. Franklin combines cutting-edge technologies with a patent-pending multi-agent RAG and hallucination-mitigation solution that delivers better, more reliable information to government users.

The four Franklin products—FranklinCHAT, FranklinEXPERT, FranklinANALYST, and FranklinDEV—demonstrate measurable success, including a remarkable 98% reduction in wait times and 75% reduction in handling times, 99.8% faster review of large volumes of complex technical documents, and 84% faster coding.

Cal recently developed specialized applications for federal cancer registry and grant management. Using the AI-enhanced software development capabilities of FranklinDEV, Cal's team implemented pilot programs demonstrating productivity improvements of 20% across large teams. These solutions exemplify Cal's approach to applying AI where it matters most—using innovative technology to address agency challenges with mission impact.

Beyond technical innovation, Cal demonstrates exceptional leadership in practice management and employee development, mentoring professionals at all career stages. His approach to building teams has nurtured a collaborative culture of curiosity and innovation that advances the healthcare, research, and technology missions of CVP clients. His expertise in healthcare data analytics is further demonstrated through his contribution to research published in The American Journal of Managed Care (January 2024).

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other executives in your industry and/or to the nominee's past performance (up to 250 words). Required

Cal Zemelman's accomplishments represent a rare fusion of innovation, practical application, and transformative impact that distinguishes him among technology executives in federal consulting. While many leaders discuss AI's potential, Cal delivers measurable results that fundamentally transform government operations.

With Franklin, Cal has built a solution that overcomes the security and compliance hurdles that have historically kept the most advanced technologies out of government. Franklin stands out for being tailored to federal needs—a critical differentiator in a market where many competitors simply adapt commercial solutions without addressing specific security, compliance, and usability requirements. With a security framework derived from GAO, NIST, and AI best practices, Franklin is ATO-ready and meets or exceeds NIST 800-53 requirements. Its patent-pending multi-agent RAG system with hallucination mitigation addresses one of AI's most significant limitations in high-stakes government environments.

Cal's work makes advanced AI accessible to federal agencies without compromising on security, compliance, or reliability—truly delivering on the promise of GenAI in the federal sector. His focus on practical innovation with measurable impact has resulted in the only solution offering federal organizations the breadth of features, performance, and security they need to achieve mission success.

Beyond technical expertise, Cal's visionary leadership has catalyzed enterprise-wide transformation, strengthening an innovation ecosystem that revolutionizes how the federal government serves its customers. Cal's engaged approach to leadership distinguishes him from executives who focus exclusively on innovation and growth. His mentorship has cultivated a NextLabs team that continuously evolves, embracing challenge and continuous improvement rather than one-time technical solutions.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

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Thought Leadership: A collection of expert blogs authored by Cal Zemelman showcasing AI implementation expertise, including 'From Hype to Reality: Navigating GenAI Hallucinations' featuring CVP's patent-pending verification technology, and 'Exploring the Safe Use of DeepSeek' on secure model implementation. (links to collection and specific blogs are provided separately)

NextLabs' Webpage: A webpage highlighting Cal Zemelman's NextLabs R&D team at CVP and their approach to helping federal clients implement innovative technologies that enhance mission outcomes.

Technology Accelerators: Created under Cal Zemelman's leadership, NextLabs' technology accelerators are designed to let clients focus on business outcomes and mission-focused activities, not building the next technical infrastructure.

HelloFranklin.com: The official webpage showcasing Franklin, a secure GenAI suite developed under Cal Zemelman's leadership at CVP NextLabs specifically for federal agencies to transform government operations.

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Would you like to add an additional webpage link?

Yes

Webpage Link 3

Would you like to add an additional webpage link?

Yes

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Supporting Document

No File Uploaded

Would you like to add an additional supporting document?

No

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