

Contact Information

For further information and discussions, please contact	
Name	Vijay Ravichandran
Designation	National HHS Director
Address	700 King Farm Boulevard Suite 200 Rockville, MD 20850
Phone	+1 301-354-8600
Fax	+1 301-354-8601
Email	vijay_ravichandran@infosys.com

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1. Section 2: Firm Qualifications

1.1 Firm Experience Details

1.1.1 Attachment 8 – Firm Qualifications

Team Infosys has completed the spreadsheet documenting our qualifications and included this file as Vol 1 Sect 5 Att 8 Firm Mandatory Qualifications – IPS. Within Tab ‘F1’ Infosys has referred to our prior support to CalWIN. For tabs ‘F2’ and ‘F3’ we included references to our ongoing support for Dow Jones.

1.1.2 QA Services Experience

Infosys Public Services, Inc. is a wholly owned subsidiary of Infosys Limited with a strong focus and commitment to the vibrant and leading-edge US Federal, State, and Local Government marketplace. As such, our client list includes federal, state, and municipal governments in the United States.

IPS and Infosys Limited are collectively termed “Team Infosys” throughout this response. Infosys Public Services, backed by Infosys’ global strength and expertise, delivers value and outcomes through proven and flexible execution.

Infosys Quality Engineering Practice (IQE) is a specialized Quality Assurance horizontal within Infosys. As detailed in our project references, we provide QA and Testing Services to some of the largest corporations in the world. Infosys helps companies in their digital transformation journey by delivering enterprise digital assurance through engineering-led QA. We support those clients in their transformation journey using innovative collaboration tools and techniques.

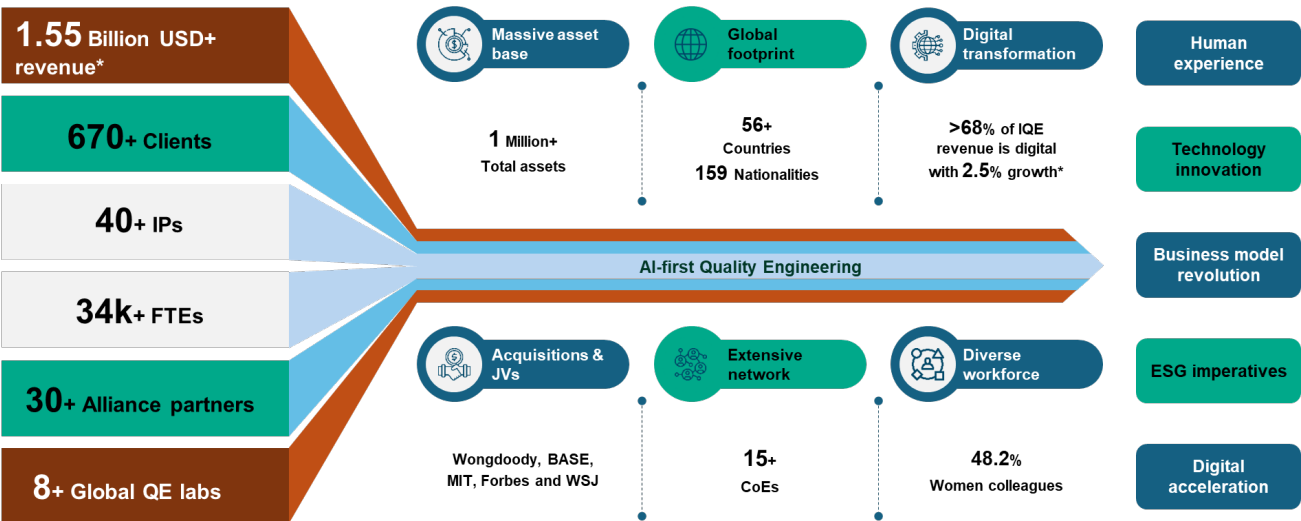


Figure 1. The Infosys Quality Engineering Practice At-a-Glance

Some of the differentiators that we provide our clients as part of the Quality Assurance engagements are detailed below:

Assured Ecosystem Infosys enables clients to overcome test environment management difficulties with our Generative AI powered solution that accelerates test environment management.

Accelerated Digital Transformation LCNC approach and using the right tools to accelerate test automation. Pre-defined test strategies and solutions to help organizations deliver in a true shift-left mode.

Superior Test Efficiencies Infosys accelerators are used to improve adoption and implementation of automation across the landscape thus improving quality and time to market. Drive AI-powered regression test suite optimization, concepts like keyword-driven clustering, self-healing based on AI/ML and predictive quality engineering model. Figure 2 below depicts the different services that Infosys provides through our IQE portfolio:

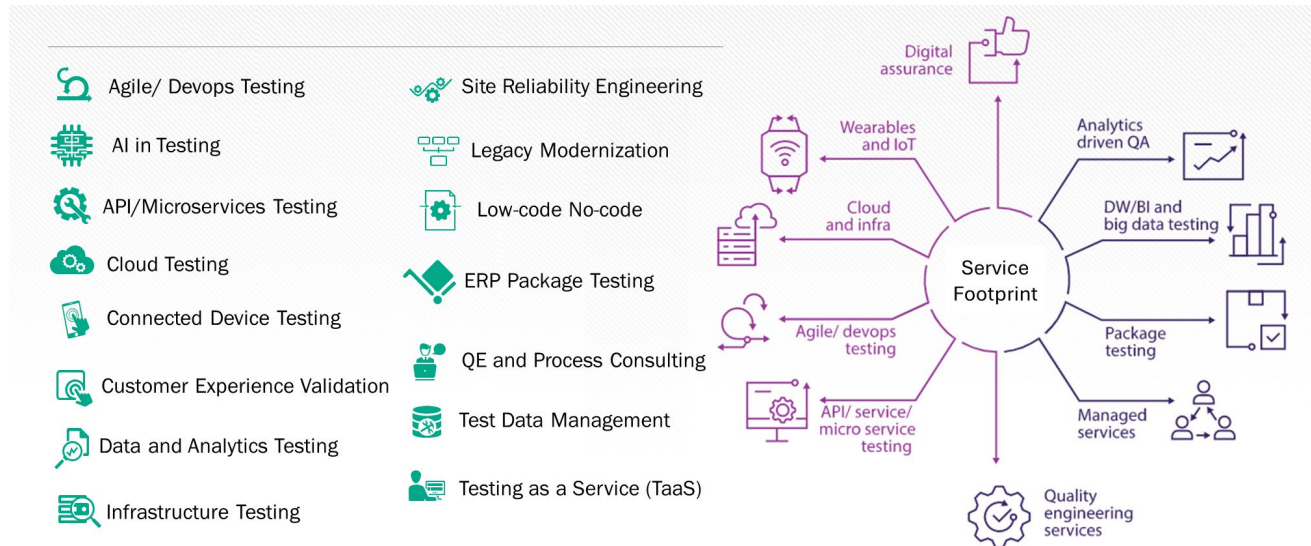


Figure 2. IQE Portfolio of Services

We understand from the RFP document, CalSAWS vision is to have a Quality Assurance service provider who can help them in the below aspects, and we have the capability for each of the vision elements and how we have helped other clients in the vision elements are provided below:

Project Management, Strategic Planning, and PMO

- Integrate QA metrics into PMO dashboards for visibility.
- Recommend risk-based testing strategies aligned with milestones.
- Support agile governance through sprint-aligned QA planning.
- Identify inefficiencies in test planning and execution timelines.

Software Development Lifecycle

- Analyze Change request trends to optimize regression and automation scope.
- Validate UCD and UX through usability and accessibility testing.
- Integrate QA into DevSecOps pipelines for early security validation.
- Promote shift-left testing practices to catch defects earlier.

FinOps Management

- Working with the infrastructure team to Identify cost-saving opportunities via test environment optimization.
- Track QA resource utilization and suggest ROI-driven strategies.
- Provide defect cost analysis to support budgeting decisions.

Application/Architecture Evolution and Innovation

- Recommend test strategies for microservices and APIs.

- Support modernization with performance and scalability testing.
- Provide feedback loops to reduce technical debt.
- Suggest tools for AI-assisted and model-based testing.

Data Analytics and Reporting Capabilities

- Implement QA dashboards with actionable insights.
- Use analytics to identify flaky tests and defect hotspots.
- Recommend predictive QA models to forecast risk areas.
- Enhance reporting with real-time metrics for stakeholders

Infrastructure and Application Security

- Conduct vulnerability scans and penetration testing.
- Integrate static and dynamic analysis tools into CI/CD.
- Recommend role-based access controls and data masking.
- Support compliance with OWASP, ISO, and other standards.

Collaboration Model and Stakeholder Engagement

- Facilitate QA workshops to align expectations.
- Recommend collaboration tools for better traceability.
- Establish feedback loops between QA, Dev, and Business teams.
- Promote shared ownership of quality across teams.

Marketing and Outreach for Public, Counties, and CBOs

- Graphic font is non-compliant. Must be CG or Arial 9 or 10 pt and ensure content accuracy and accessibility on public platforms.
- Validate multi-device and multilingual support.
- Recommend user feedback mechanisms to improve engagement.
- Support campaign readiness testing for outreach initiatives.

Corporate Background

Infosys Limited, started as an entrepreneurial adventure in 1981 with seven engineers and \$250. Infosys is now a publicly traded company with annual revenues of more than \$19.11 billion (FY24). For more than 43 years, Infosys has been a company focused on bringing to life great ideas and enterprise solutions that drive progress for our clients. Infosys has a growing global presence with more than 323,000+ employees. Globally, we have 110+ delivery centers from where we create and deliver value solutions to our clients.

Our experience in delivering IT solutions gives our 1,875+ clients a distinct advantage. In addition to transforming their business, we can efficiently manage their operations as well. Our ability to execute our ideas and deploy the most efficient delivery models are at the foundation of our four decades of success. We deliver business value in global scalability, process efficiency, and cost optimization for our clients. A few highlights regarding our achievements are provided in Figure 3 below.

With a firm vision "To be the most respected company in the world", at the organization-wide level, Infosys also believes that around the world, public sector organizations are facing a range of challenges – such as complex mission requirements, high expectations of citizen service levels, rapid technology changes, and increased budget pressures. Together with our public sector experience, we also bring the best commercial practices and industry solutions from our global experience to address the challenges faced by public sector organizations.

Infosys is a leader in consulting, technology and digital services

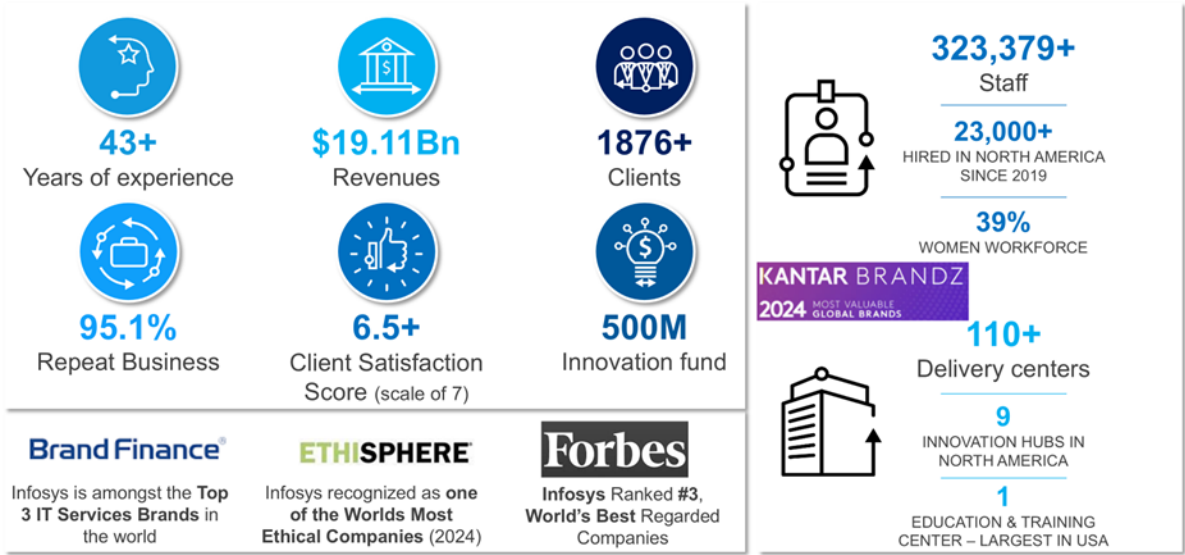


Figure 3. Infosys Collective Achievements

IPS partners with public sector organizations to help them renew existing systems and build new capabilities to address key imperatives such as citizen engagement, insights-driven enterprise, operations, and cost optimization. We blend our industry-leading expertise in consulting, technology, and sourcing to help our clients solve complex business problems and unlock value.



Figure 4. Infosys Supports Numerous Public Sector Entities

1.1.3 Organization Chart

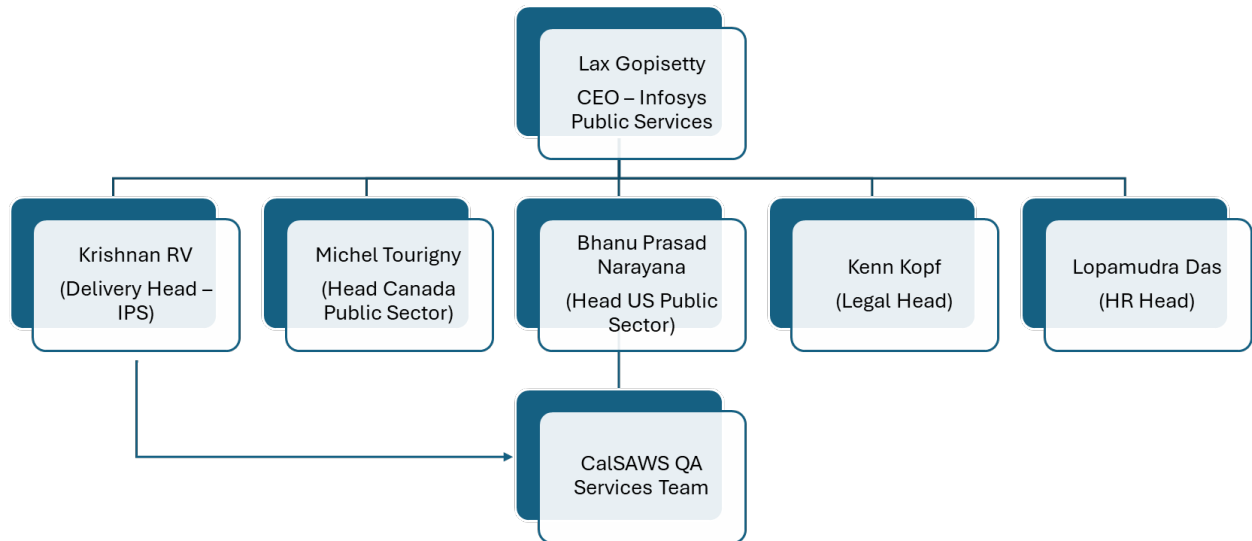


Figure 5. Infosys Public Services: Management Structure

The effective date for the organizational structure above the CalSAWS QA Services Team illustrated in Figure 5 above is July, 2024.

1.1.4 Attachment 9 – Firm References

Team Infosys has included signed firm references as Vol 1 Sect 5 Att 9 Firm References – IPS.

1.2 Firm Financial Resources

1.2.1 Financial Statements

1.2.1.1 Fiscal Year 2024 – 2025

IPS financials are included as a part of the Infosys Subsidiary Financials available in the public domain. Below is the public link to those Financials and the Page number that denotes the location of IPS-specific financials and audit comments with accompanying notes.

IPS FY 2025-25 (Page No: 137-165) at <https://www.infosys.com/investors/reports-filings/documents/subsidiaries-financial-statements-2024-25.pdf>

Statement of Profit and Loss for the

(in US\$, except equity share data)

Particulars	Note no	Year ended March 31,	
		2025	2024
Revenue from operations	2.14	224,041,193	261,168,106
Other income, net	2.15	8,263,662	7,695,353
Total Income		232,304,855	268,863,459
Expenses			
Employee benefit expenses	2.16	51,592,228	50,959,516
Cost of technical sub-contractors		112,118,297	119,767,690
Travel expenses		1,034,852	805,125
Cost of software packages and others	2.16	9,421,371	37,253,223
Consultancy and professional charges		743,143	410,403
Depreciation and amortization expense	2.1 and 2.12	556,873	677,930
Finance Cost	2.12	128,409	123,638
Other expenses	2.16	802,468	506,773
Total Expenses		176,397,641	210,504,298
Profit / (Loss) before tax		55,907,214	58,359,161
Tax Expense / (benefit):			
Current tax	2.13	14,876,411	17,300,614
Deferred tax	2.13	176,849	(403,786)
Profit / (Loss) for the period		40,853,954	41,462,333
Earnings per equity share			
Earnings per equity share of \$0.5 each			
Basic and diluted		1.17	1.18
Weighted average equity shares used in computing earnings per equity share			
Basic and diluted		35,000,000	35,000,000

* There were no items of comprehensive income in the current period, and accordingly no statement of Comprehensive Income is presented

The accompanying notes form an integral part of the financial statements

As per our report of even date attached
for Deloitte Haskins & Sells LLP
Chartered Accountants
Firm's Registration Number:117366W/ W-100018

for and on behalf of the Board of Directors of Infosys Public Services Inc.

Girish Bagri
Partner
Membership No. 066572

Ashiss Kumar Dash
Director

Jasmeet Singh
Director

Lax Gopisetty
CEO

Bengaluru
Date: May 30, 2025

1.2.1.2 Fiscal Year 2023 – 2024

IPS financials are included as a part of the Infosys Subsidiary Financials available in the public domain. Below is the public link to those Financials and the Page number that denotes the location of IPS-specific financials and audit comments with accompanying notes.

IPS FY 2023-24 (Page No: 130-160) at <https://www.infosys.com/investors/reports-filings/documents/subsidiaries-financial-statements-2023-24.pdf>

Statement of Profit and Loss

(In US\$, except equity share data)			
Particulars	Note	Year ended March 31,	
		2024	2023
Revenue from operations	2.14	261,168,106	226,511,341
Other income, net	2.15	7,695,353	5,106,722
Total income		268,863,459	231,618,063
Expenses			
Employee benefit expenses	2.16	50,959,516	56,841,135
Cost of technical sub-contractors		119,767,690	132,469,680
Travel expenses		805,125	728,152
Cost of software packages and others	2.16	37,253,223	10,973,555
Consultancy and professional charges		410,403	2,189,445
Depreciation and amortization expense	2.1 and 2.12	677,930	443,629
Finance cost	2.12	123,638	32,361
Other expenses	2.16	506,773	1,873,261
Total expenses		210,504,298	205,551,218
Profit / (loss) before tax		58,359,161	26,066,845
Tax expense / (benefit):			
Current tax	2.13	17,300,614	7,554,289
Deferred tax	2.13	(403,786)	(122,971)
Profit / (loss) for the period		41,462,333	18,635,527
Other comprehensive income			
Exchange difference on translation of foreign operations		-	-
Total comprehensive income for the period		41,462,333	18,635,527
Earnings per equity share			
Earnings per equity share of \$0.5 each			
Basic and diluted		1.18	0.53
Weighted average equity shares used in computing earnings per equity share			
Basic and diluted		35,000,000	35,000,000

The accompanying notes form an integral part of the financial statement.

As per our report of even date attached
for Deloitte Haskins & Sells LLP
Chartered Accountants
Firm's Registration Number:117366W/ W-100018

for and on behalf of the Board of Directors of Infosys Public Services Inc.

Gurvinder Singh
Partner
Membership No. 110128

Ashiss Kumar Dash
Director

Jasmeet Singh
Director

Bhanu Prasad Narayana
Interim CEO

Place: Bengaluru
Date: May 30, 2024

1.2.2 D&B Information

Team Infosys has included a copy of Duns & Bradstreet (D&B) from Infosys Public Services ("Infosys Public Services Dun and Bradstreet Report.pdf").

1.2.3 Certification of Accuracy

Infosys Public Services signed financial statements for the past two years, and the signed audit report is included with the RFP submission. Included files are Signed Audit Report-IPS US-FY23-24.pdf, Signed Audit Report-IPS US-FY24-25.pdf, Signed Financial Statement-IPS US-FY23-24.pdf, Signed Financial Statement-IPS US-FY24-25.pdf.

1.3 Subcontractor Additional Details

Team Infosys is not subcontracting the required QA services to the extent that subcontractor details are warranted as noted within the RFP.

