CETDIGIT Awarded Position on Montana Master AI Contract; CETRAI AI Voice and Chat Agent Offered to State Agencies

CETDIGIT qualified on both tracks of Montana's statewide AI contract; CETRAI is the platform offered to Montana agencies under it.



CETDIGIT (Cetrix Technologies LLC), awarded a position on the State of Montana Master AI Products and Services Contract

EL CAJON, CA, UNITED STATES, September 16, 2026 / EINPresswire.com/ -- Cetrix Technologies LLC (CETDIGIT) has been awarded a position on the State of Montana Master AI Products and Services Contract, following competitive solicitation RFP #SPB-RFP-2026-0608GW issued by the Montana Department of Administration's State Procurement Services Division. The award notice was issued in June 2026, and contractor qualification — including insurance certification — was completed on August 20, 2026.

> Montana set a high bar in this solicitation, and qualifying on both tracks says our platform holds up at enterprise scale and as a fast, standalone deployment.”
>
> *Rami Dando, President, Cetrix Technologies LLC (CETDIGIT)*

CETDIGIT qualified on both tracks of the solicitation: Track 1, covering enterprise and integrated AI solutions, and Track 2, covering lightweight SaaS and standalone AI tools. Track 2 approved 12 vendors from a field of more than 70 respondents. CETDIGIT is one of only 12 firms qualified on both tracks.

The master contract establishes a qualified vendor list supporting Montana's Office of the Chief AI Officer and the State Information Technology Services Division (SITSD). Agencies engage qualified vendors through individual statements of work. The initial term runs through June 30, 2028, with one-year renewal options.

CETRAI is the AI agent platform CETDIGIT offers Montana agencies under the contract. Pricing under the contract is based on deployed capability and interaction volume rather than employee headcount; residents interacting with an agent are not counted as licensed users.

For agencies, CETRAI works as an AI assistant for government agencies: it answers residents by voice or chat on an agency's website, phone line and WhatsApp, in more than 75 languages, with every answer grounded in the agency's published content and attributed to its source. Identity is verified before anything account-specific is disclosed, every change is versioned and logged, and staff can take over a conversation at any point. Data is hosted in the US, encrypted at rest and in transit; CETDIGIT is Cyber Essentials Plus certified, a SOC 2 Type II program is in progress, a HECVAT Light is completed and a VPAT is available on request.

The platform is built for public-sector evaluation: every answer is grounded in the agency's approved, published content and cited back to the page it came from — no open-web answers and no invented policy — and staff can correct an answer and see the change take effect immediately. Departments run as logically isolated instances with role-based access, so permitting, utility billing and court self-help content are answered from separate approved sources. Residents can speak or type in more than 75 languages, switching language mid-conversation, and the assistant hands off to staff when a question needs judgment, a case record or a person. Deployments can be configured to support WCAG 2.1 AA, with a VPAT / Accessibility Conformance Report available on request, alongside the documentation evaluators ask for: security posture, hosting location, retention controls, insurance and a W-9. Rollout is pilot-first, with a named project manager and written acceptance criteria. The same assistant serves courts and self-help centers, 311 and city services, counties, school districts, higher education, health and human services, housing authorities, permitting, transit and utilities, police, and libraries.

Agencies outside Montana can also purchase CETRAI through TIPS Contract 220105 (Technology Solutions, Products and Services), held by CETDIGIT, which allows TIPS members in all 50 states, DC, Puerto Rico and the US Virgin Islands to buy by purchase order without running their own solicitation.

"Montana set a high bar in this solicitation, and qualifying on both tracks says our platform holds up at enterprise scale and as a fast, standalone deployment. What matters now is the work itself — helping agencies answer residents' questions faster, in their own language, at any hour, and finishing the request rather than handing out a phone number," said Rami Dando, President, Cetrix Technologies LLC (CETDIGIT).

The contract is available for cooperative purchasing under 18-4-401, MCA, which allows state and local government buyers to purchase through it.

CETDIGIT registered to do business in Montana in April 2026.

The full release is published at https://cetrai.com/press/montana-master-ai-contract.

About CETDIGIT

Cetrix Technologies LLC, operating as CETDIGIT, is a technology services firm specializing in artificial intelligence, CRM implementation and digital transformation for government, healthcare, education, financial services and nonprofit organizations. The company has completed more than 300 CRM and AI deployments and is a Salesforce Crest Partner and HubSpot Elite Partner. Headquartered in El Cajon, California.

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