



PEARL INTERACTIVE NETWORK

Technology-enabled customer experience for government.

20+

Years of Federal Experience

15+

Federal Agency Partners

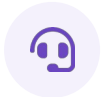
2M+

Citizen Interactions Annually

EN · ES +

Bilingual & Multilingual

01 CORE CAPABILITIES



Contact Center & CX

Automation-first, AI-enabled omnichannel CX at federal volume.



Healthcare & Beneficiary

Eligibility, scheduling & benefits navigation across federal health.



Behavioral Health

Counselors, social workers, therapists & nurses; nationwide network.



Technology & Modernization

BH platform, intelligent automation, Tier 1–4 IT & modernization.

02 WHY PEARL



Technology-Enabled Automation

AI and automation reduce cost-to-serve while raising quality.



Bilingual & Multilingual

English, Spanish, and additional languages across every program.



Mission-Driven Workforce

Veterans, military spouses, and individuals with disabilities.



Surge-Ready

Rapid, technology-led mobilization for national emergencies.

03 CONTRACTING & CORPORATE DATA

CONTRACT VEHICLES

GSA MAS **47QTCA21D001A**
SINs 561422 · 54151S · 541611 · 624SS
Navy SeaPort-NxG
Prime · Subcontractor · Teaming

CORPORATE DATA

UEI **FQKFHNVVTBN3**
CAGE **56HH0**
DCAA-Compliant Accounting
Minority-Owned Small Business

KEY NAICS CODES

561422	561421	561439
561499	541512	541513
541519	541611	621111
621498	621999	624190

JOINT VENTURE Emerald Point · teaming for set-aside opportunities

SDVOSB**WOSB****8(a)**

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04 TECHNOLOGY & AUTOMATION

Behavioral health technology, automated

Pearl's proprietary platform powers care navigation and referral management — connecting people to the right care with less manual effort.



Care Navigation

Routes people to the right level of care.



Referral Management

Closed-loop tracking on every referral.



Eligibility & Triage

Automated screening and verification.



Provider Matching

Connects members to credentialed clinicians.

05 AGENCIES WE'VE SERVED

Health & Human Services



Department of Defense



U.S. Department of Defense



Veterans Affairs



U.S. Department of Veterans Affairs

Homeland Security · Treasury · Commerce



FEMA



Education · Social Security · Personnel Mgmt



U.S. Office of Personnel Management

06 PROVEN PERFORMANCE

1.13M

IRS citizen interactions during the COVID-19 EIP surge.

IRS · COVID-19

516K

Census 2020 questionnaire calls handled multilingually.

CENSUS · 2020

227K

Combined VA, VBA, and VHA annual interactions.

VA · VBA · VHA



Provider Network

Nationwide credentialed social workers, counselors, therapists & nurses.