



## HUMAN RESOURCES SERVICES

## WORKFORCE TECHNOLOGY

## RESEARCH & INNOVATION

# CAPABILITY STATEMENT

Human Resources Services | Workforce Technology | Research & Innovation

## COMPANY OVERVIEW

Lincoln America, Inc. is a U.S.-based human resources services company providing comprehensive workforce support, HR operations, and HR contact center services to federal agencies, state and local governments, and select commercial clients. Our operations are based in Knoxville, Tennessee.

We combine deep HR and operational expertise with workforce technology and an expanding research and development capability. By integrating people, technology, and innovation, Lincoln America delivers reliable, compliant, and scalable solutions that support today's workforce needs and tomorrow's mission requirements.

Comprehensive HR operations and contact center services that help organizations recruit, support, and retain a mission-ready workforce.

Software and technology solutions supporting HR operations, recruiting, workforce management, and regulated environments.

Applied research and technology development focused on emerging solutions for workforce, health, and mission-driven challenges.

### HUMAN RESOURCES SERVICES

- HR contact center operations and multi-channel support
- Federal employment policy interpretation
- Benefits administration support and employee education
- Employee relations support and issue escalation
- Personnel action processing and documentation management
- Leave management and time/attendance support
- Performance management assistance
- Workforce reporting and HR program support
- Federal employment compliance and workforce requirements

### WORKFORCE TECHNOLOGY

- Applicant tracking and recruiting technology
- Federal contractor compliance tools
- Candidate and workforce management
- Workflow automation and reporting
- Video interviewing and digital hiring tools
- Audit trails and compliance tracking
- Integration with HR and workforce systems
- Data analytics and workforce insights
- Technology-enabled service delivery
- Continuous product development and enhancement

### RESEARCH & INNOVATION

- Applied R&D and feasibility studies
- Biosensing and physiological monitoring technologies
- Wearable and remote monitoring systems
- AI and data analytics for decision support
- Prototype and proof-of-concept development
- University and research institution collaboration
- SBIR/STTR and federally sponsored R&D
- Testing, validation, and technology transition
- Systems integration and cybersecurity considerations
- Commercialization planning for mission-focused technologies

## CORPORATE DATA

Lincoln America, Inc.  
800 S Gay St, Suite 700  
Knoxville, TN 37929

CAGE Code: 11DF9 | UEI: TWH7LPNLD197

Primary NAICS: 541612 - Human Resources Consulting Services  
Secondary: 541715 - R&D in the Physical, Engineering, and Life Sciences; 561422 - Contact Centers; 561421 - Telephone Answering Services; 518210 - Data Processing, Hosting & Related Services

## PAST PERFORMANCE & LEADERSHIP EXPERIENCE

- Over 25 years of contact center operations experience in regulated industries (led by CEO Frank Dal Bello)
- More than 20 years of federal human resources leadership and CHRO-level experience (led by Chief People Officer Daniel Lopez)
- Proven ability to support complex HR programs requiring accuracy, discretion, and regulatory compliance

**Frank Dal Bello**  
Chief Executive Officer

**Daniel Lopez**  
Chief People Officer

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