SOFTLINK IQ LLC

Communications Infrastructure, AI Automation & Custom Software

CAPABILITY STATEMENT

Small Business · Florida LLC

Accepts Government Purchase Card

UEI TYDWQ5K6KRC7 **CAGE** 11FN0 **Primary NAICS** 541519 **PSC** DA01 · DA10 **SAM.gov** Active

COMPANY OVERVIEW

SoftLink IQ is a Broward County, Florida small business that builds and operates its own communications and automation software. We own our platforms instead of reselling them, so agencies get one accountable vendor for phone numbers, text messaging, CRM workflows and AI assistants, with fixed pricing and fast delivery.

CORE COMPETENCIES

- **Mass notification & SMS:** carrier-registered (A2P 10DLC) text messaging for alerts, reminders, outreach and two-way citizen communication, with opt-out and consent controls built in.
- **AI assistants & knowledge bases:** website and SMS chat assistants trained on an agency's own documents to answer routine public questions around the clock.
- **CRM & workflow automation:** intake forms, case and request pipelines, scheduling, and automated follow-up that replace manual email and spreadsheet processes.
- **Phone number & telecom management:** local and toll-free number provisioning, call routing, missed-call text-back and usage reporting.
- **Custom software & integrations:** web applications, API integrations and data migration between systems.

PROPRIETARY PLATFORMS

- **NumberHub** — managed number provisioning and SMS infrastructure with done-for-you carrier compliance.
- **TextStream** — multi-channel CRM with shared inbox, campaigns and an embedded AI assistant.
- **ServiCasa** — service-business operations platform.

PAST PERFORMANCE (COMMERCIAL)

- Launched NumberHub in June 2026 and onboarded 19+ business accounts, with carrier registration handled end to end.
- Built AI knowledge-base assistants for container and storage companies that answer customer questions and capture leads.
- Migrated multiple clients' contacts, SMS campaigns and phone numbers between CRM platforms without service gaps.
- Deployed a HIPAA-enabled CRM, under a signed BAA, for a healthcare services provider.

DIFFERENTIATORS

- We own the platforms, so there's no reseller markup and one point of accountability
- Carrier-compliant texting (10DLC, TCPA opt-out handling)
- HIPAA-enabled CRM environment with a BAA available
- Fixed-price packages sized for micro-purchases
- Not using covered telecom equipment (FAR 52.204-26)

NAICS CODES

541519	Other Computer Related Services (primary)
541511	Custom Computer Programming
541512	Computer Systems Design
518210	Computing Infrastructure, Data Processing & Hosting
517121	Telecommunications Resellers
517810	All Other Telecommunications
541611	Management Consulting
541613	Marketing Consulting

FIXED-PRICE STARTER PACKAGES

SMS Alert & Notification System
Setup, registration, templates, training

Public-Website AI Assistant
Trained on agency FAQs and documents

CRM / Intake Automation
Forms, pipelines, automated follow-up

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