TDEC
INFORMATION READY

2017 CAPABILITY STATEMENT
State & Local

TDEC provides cost-effective solutions to labor-intensive tasks. Our business processes, honed over 60 years, allow our state and local clients to remain focused on their mission.

The TDEC Difference

- Quality levels exceed industry standards
- Fast turnaround times
- ISO 9001:2008 Quality Management System
- GSA Schedule 36: GS-03F-021DA
- 60 years of operation
- Locations nationwide

Services

APPLICATION PROCESSING Receipt & Processing, Completeness Review, Document Imaging & Indexing, Data Entry, Data Verification, Quality Control, Bronzing, Coding, Clerical Support, Storage & Disposal, Metadata Reports

CALL CENTER SERVICES Inbound Calls, Emails & Voicemail, CRM Data Entry

CLAIMS PROCESSING Receipt Processing, Document Imaging & Indexing, Data Entry, Data Verification, Quality Control, Bronzing, Coding, Clerical Support, Storage & Disposal, Image & Data Delivery, Metadata Reports

DATA ENTRY Completion Review, Data Verification, Data Extraction, Keying from Paper, Image, Online Keying, Mainframe Integrated Keying, Quality Control

DOCUMENT MANAGEMENT Document Preparation, Document Hosting, Document Indexing, Scanning, Quality Control, Forms Processing, Batching, Image & Data Delivery, Metadata Reports

REMITTANCE SERVICES Receipt, Scanning, Data Collection, Coding & Indexing, Lockbox Services, Remote Deposit Capture, Quality Management, E-file Production, Disposition

STATE TAX PROCESSING Mail Receipt & Processing, Document Preparation, Document Imaging & Indexing, Optical Character Recognition (OCR), Data Perfection, Data Verification, Quality Control (ANSI or ISO-based), Remoted Deposit Capture, Fraud Review, Batch Balancing, Image & Data Delivery, Metadata Reports

SUPPORT SERVICES Customer Support, Data Entry, Document Management, Mailroom Services, Administrative Services, Records Management, Quality Control, Surveys, Program Support

VITAL RECORDS MANAGEMENT Mail Receipt & Processing, Document Imaging & Indexing, Data Entry from Paper, Images, Microfilm or Media, Data Verification, Image & Data Delivery, Metadata Reports

---

PRINCIPAL OFFICE
424 SOUTH ARCH ST.
OAKLAND, MD 21550

SALES OFFICE
8001 WISCONSIN AVE., #200
BETHESDA, MD 20814

TEL 301-718-0703
FAX 301-718-1615

EMAIL INFO@TDEC.COM
WEB WWW.TDEC.COM

Company Snapshot

- **518210: Data Processing, Hosting and Related Services**
- 541513: Computer Facilities Management Services
- 541611: General Management Consulting Services
- 541990: All Other Professional, Scientific, and Technical Services
- 561110: Office Administrative Services
- 561210: Facilities Support Services

- 561320: Temporary Help Services
- 561410: Document Preparation Services
- 561422: Telemarketing Bureaus and Other Contact Centers
- 561439: Other Business Service Centers
- 561499: All Other Business Support Services
- NIGP 920: Data Processing, Computer, Programming and Software Services
  DUNS Number: 089950471

Contract Vehicles

- Wisconsin Statewide Data Entry Services
- ·Montana Master Contract for IT Services
- Maryland Consulting and Technical Services +

Experience

Connecticut Department of Revenue Services

TDEC handled Connecticut Department of Revenue Services' tax processing for a total of 5 years, including two 1-year options until the State transitioned to online tax filing for the 2016 tax year. During the course of the contract, TDEC processed over 1.6 million documents and met or exceeded all Acceptable Quality Levels. In its last contract year, TDEC achieved 99.94% accuracy and 100% delivery within required timeframes.

New Jersey Department of Treasury

TDEC is responsible for data entry and data verification of 1.7 million state tax returns per year. According to this performance-based contract, TDEC must meet two demanding quality standards: a short turnaround time and 99.5% data entry accuracy. TDEC must deliver data from images received in 2 days and data from paper received in 5 days. TDEC has maintained or exceeded the timeliness and quality requirements since contract inception.

Ohio Bureau of Workers Compensation

Since 2009, TDEC has provided processing services for this state agency, receiving an average of 36,000 faxed claims-related documents per day. The original contract awarded TDEC half of the document volume with the remainder performed by the Ohio Field Offices. TDEC's share has been increased to relieve the Field Offices. With the additional workload, TDEC continues to meet or exceed all performance level requirements.

Florida Department of Health Office of Vital Statistics

TDEC performed on-site data entry and scanning services of 1.3 million vital records, including birth, divorce, marriage and death certificates, for the state's digital document repository. As a result of operational effeciencies, TDEC completed the project ahead of schedule. In the course of this 7-year contract, TDEC exceeded the 99% accurate requirements.

Maryland Department of Health and Mental Hygiene

TDEC is responsible for data entry and data verification of the state's vital and claims record data, handling an average of 1.1 million documents per year. Since the contract's start in 2010, TDEC has maintained 99% accuracy rates and 5-day turnaround times, resulting in TDEC's award in the recompete bid process.

FOR MORE INFORMATION, CONTACT:

R. Dennis DuFour
President
301-718-0703 x301
ddufour@tdec.com

John DuFour
Executive Vice President
301-718-0703 x308
jdufour@tdec.com