TDEC
INFORMATION READY

2017 CAPABILITY STATEMENT

Federal

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

The TDEC Difference

- Quality levels exceed industry standards
- Fast turnaround times
- 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

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

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Contract Vehicles

- GSA Schedule 36: GS-03F-021DA
- NOAA: DOCAB133F12CQ
  Administrative Support and Professional Services IDIQ
- CIO-SP3: HHSN316201200041W
  Large Business - Project Performance Company
- CIO-SP3: HHSN316201200145W
  Small Business - Grove Research Solutions, Inc.
- SeaPort-e: N00178-04-D-4114
  Serco
- TIPSS-4: TIRNO-11-D-00035
  Unisys Corporation

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

DUNS Number: 089950471

Experience

Naval Air Warfare Station

The Naval Air Warfare Station in China Lake, CA, receives hundreds of phone calls each day that must be properly fielded and directed. TDEC provides telephone directory assistance and related information, as well as assist with external calls including DSN and international.

Centers for Medicare and Medicaid Services

TDEC receives thousands of application-related documents submitted under the Affordable Care Act. The Centers for Medicare and Medicaid Services (CMS) requires eligibility to be confirmed and applications processed quickly and effectively. Onsite at one of the CMS locations, TDEC creates accounts and reviews the data for completeness and eligibility. Documents are then processed for approval.

Drug Enforcement Agency

The Drug Enforcement Agency needs timely and accurate investigative information in order to fulfill its mission to combat the production and distribution of illegal drugs. TDEC provided document support services to enter information into agency systems for rapid use by its agents and investigators.

U.S. Citizenship and Immigration

TDEC operates and manages U.S. Citizenship and Immigration field offices in support of the prime contractor, handling the fluctuating volumes of immigration applications and review times. TDEC exceeds the contract performance requirements established and consistently provides superior service, decreasing turnaround times.

Office of Personnel Management

The Office of Personnel Management must screen a large volume of security applications each week. Incomplete applications slow processing times and successful adjudications. TDEC provides OPM with administrative services to support personnel security operations in Boyers, PA, processing submissions, identifying incomplete information and conducting follow-up with applicants.

Department of Labor

TDEC staff, located onsite at Department of Labor centers, receive thousands of workers' compensation and other wage-related claims each year. Following standard operating procedures, claims are quickly digitized and validated for processing within 24-48 hours of receipt.

Nuclear Regulatory Commission

Nuclear Regulatory Commission adda thousands of documents to its digital repository each year for regulatory review and research. TDEC receives documents in paper, electronic form and microfiche. Each is reviewed for completeness and sensitivity and whether it should be added to the repository. Approved documents are then processed and organized into libraries and collections.

FOR MORE INFORMATION, CONTACT:

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