

## 2019 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
- 60 years of operation with locations nationwide
- HUBZone Small Business
- SOC II Certified
- GSA Schedule 36: GS-03F-021DA
- GSA PSS 00CORP: 47QRAA18D00BV

### 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

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## Contract Vehicles

- GSA Schedule 36: GS-03F-021DA
- GSA PSS 00CORP: 47QRAA18D00BV
- NOAA: DOCAB133F12CQ  
*Administrative Support and Professional Services IDIQ*
- SeaPort-e: N00178-04-D-4114 Serco
- CIO-SP3: HHSN316201200041W  
*Large Business - Project Performance Company*
- CIO-SP3: HHSN316201200145W  
*Small Business - Grove Research Solutions, Inc.*

## 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 help 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 provides document support services to enter information into agency systems for rapid use by its agents and investigators.

### 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.

### Nuclear Regulatory Commission

Nuclear Regulatory Commission adds 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.

### 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.

### National Institutes of Health

The National Institutes of Health National Heart Lung and Blood Institute plans to reduce physical file storage space by converting paper records into electronic format and storing in centralized repositories. The project covers 1.7 million pieces of paper across 15-20 functional offices. TDEC meets with each office to determine digitization needs, prepares and scans the records onsite, and uploads into shared drives and existing SharePoint document repositories. The result is a highly organized digital repository that can be accessed by NIH users on demand.

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## FOR MORE INFORMATION, CONTACT:

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