

## 2021 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
- Locations nationwide
- SOC II Certified

### Services

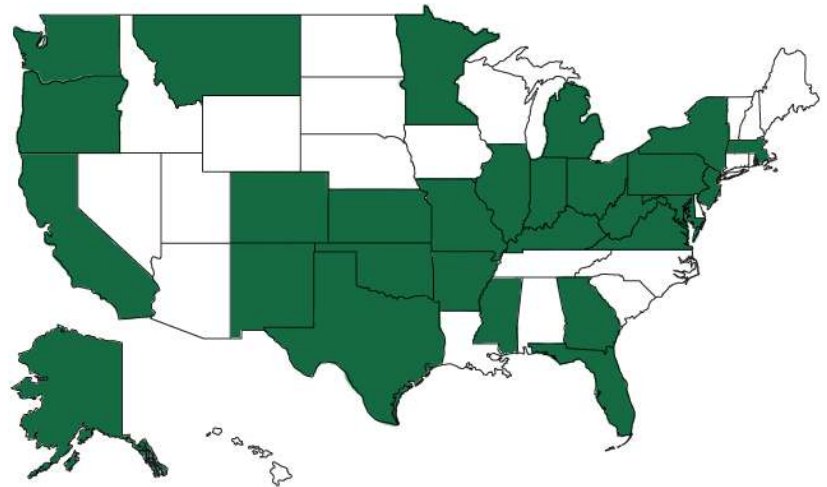
- Application Processing
- Call Center Services
- Claims Processing
- Data Entry
- Document Management
- Remittance Services
- State Tax Processing
- Support Services
- Vital Records Management

### Contract Vehicles

- Wisconsin Statewide Data Entry Services
- Montana Master Contract for IT Services
- Maryland CATS+

### Company Snapshot

- NIGP 920: Data Processing, Computer, Programming and Software Services
- DUNS Number: 089950471



### Featured Clients

- Chicago Metropolitan Agency for Planning
- Connecticut Department of Revenue Services
- Florida Department of Health Office of Vital Statistics
- Maryland Department of Health and Mental Hygiene
- New Jersey Department of Treasury
- Ohio Bureau of Workers Compensation
- Orange County Clerk of Courts
- Virginia Department of Taxation

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## Experience

### 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 efficiencies, TDEC completed the project ahead of schedule. This 7-year contract, TDEC exceeded the 99% accurate requirements.

### Connecticut Department of Revenue Services

TDEC handled Connecticut Department of Revenue Services' tax processing for a total of 5 years. 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.

### Chicago Metropolitan Agency for Planning (CMAP)

CMAP is required to capture and submit its traffic crash reports to the National Highway Traffic and Safety Administration. TDEC cleared the agency's 200K report backlog allowing CMAP to meet its federal requirements on time.

### 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.

### 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 recompetitve bid process.

### Orange County Clerk of Courts (OCCC)

OCCC had over a half million historical marriage licenses stored on microfilm that were not searchable. TDEC annotated each license, capturing the year of marriage, bride and groom's respective surnames and indexed the licenses creating a searchable database.

### Ohio Bureau of Workers Compensation

TDEC 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 was increased to relieve the Field Offices. With the additional workload, TDEC continued to meet or exceed all performance level requirements.

### Virginia Department of Taxation

TDEC captured paper-filed Virginia tax return information from images transmitted by the state and performed regular reconciliations to ensure all files were successfully processed and transmitted. The end result was a highly accurate data set Virginia could use to complete its tax processing.

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## FOR MORE INFORMATION, CONTACT:

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