

2022 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

PRINCIPAL OFFICE

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Contract Vehicles

- GSA Multiple Award Schedule (MAS): GS-03F-021DA and 47QRAA18D00BV
- NOAA Professional & Technical Services IDIQ: 1305M418DNFFK0012 (ECS Federal)
- SeaPort-NxG: N0017821D9031
- CIO-SP3: HHSN316201200041W
Large Business - Project Performance Company
- CIO-SP3: HHSN316201200145W
Small Business - Grove Research Solutions, Inc.
- Army Responsive Strategic Sourcing for Services (RS3): W15P7T17D0148 (GDIT)
- CDC Strategic Partners Acquisition Readiness Contract (SPARC): HHSM500201600002I (HPE)
- U.S. Army Information Technology Enterprise Solutions 3 Services (ITES-3S): W52P1J-18-D-A025 (Grove Research Solutions, Inc.)
- Department of the Interior, Bureau of Land Management Range Record Scanning and Organization BPA #140L3921A0026

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 (CMS)

TDEC receives thousands of application-related documents submitted under the Affordable Care Act. The 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.

Office of Personnel Management (OPM)

OPM 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.

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.

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 (NIH)

The NIH National Heart Lung and Blood Institute wanted to reduce physical file storage space by converting 1.7M paper records into electronic format and storing in centralized repositories. TDEC scanned the records onsite, and uploaded into shared drives and existing Sharepoint repositories. The result is a highly organized digital repository that can be accessed by NIH users on demand.

FOR MORE INFORMATION, CONTACT:

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