


2022 CAPABILITY STATEMENT

Federal

TDEC provides cost-effective solutions to labor-intensive functions. Our business processes, honed over 64 years, allow our federal clients to focus on their mission.

The TDEC Difference

- Quality metrics exceeding industry standards
- Fast turnaround times
- 64 years of operation with locations nationwide
- HUBZone Small Business
- SOC II Certified
- GSA Multiple Award Schedule GS-03F-021DA 

Services

APPLICATION PROCESSING Receipt & Processing, Document Imaging & Indexing, Data Entry, Data Verification, Quality Control, Coding, Clerical Support, Storage & Disposal

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 STREET
OAKLAND, MD 21550

SALES OFFICE

8001 WISCONSIN AVENUE
BETHESDA, MD 20814

TEL 301-718-0703

FAX 301-718-1615

EMAIL INFO@TDEC.COM

WEB WWW.TDEC.COM

Contract Vehicles

- GSA Multiple Award Schedule (MAS): GS-03F-021DA
- SeaPort-NxG: N0017821D9031
- 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
- 561611: Background Investigation Services

UEI: ZZ78Z1AKG4H1

Experience

Naval Air Warfare Station

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

Centers for Medicare and Medicaid Services

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

Office of Personnel Management

The Office of Personnel Management (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

The National Institutes of Health (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:

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