# TDEC
SECURE - PRECISE - TRUSTED

## 2023 CAPABILITY STATEMENT
# State & Local

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

## The TDEC Difference

- Quality metrics exceeding industry standards
- Fast turnaround times
- Locations nationwide

## Services

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

## Contract Vehicles

- Maryland CATS+ #060B2490023-2016

## Company Snapshot

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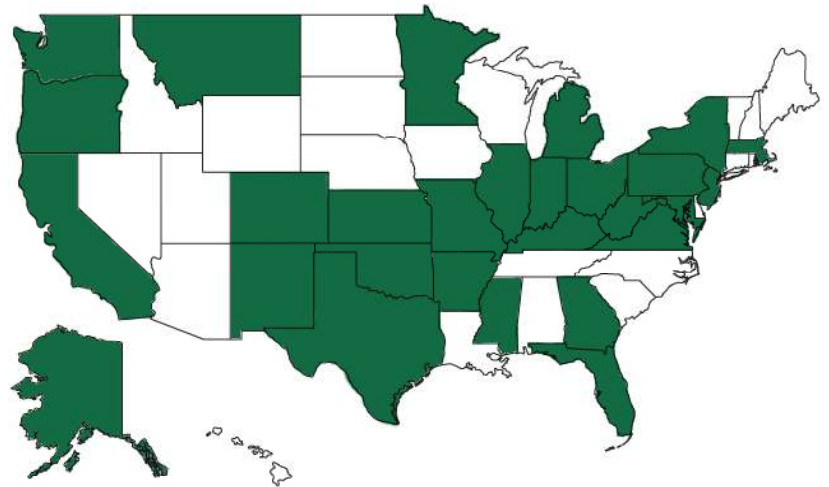
## Featured Clients

- Ohio Attorney General's Office
- New Jersey Division of Revenue and Enterprise Services
- 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

# 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.

## Orange County, CA Clerk of Courts

The Orange County Clerk of Courts 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.

## New Jersey Division of Revenue and Enterprise Services

TDEC is responsible for receiving, opening, sorting, screening, boxing, transferring and preparing 7 million mail items and 5 million checks per year for the state's Division of Revenue and Enterprise Services.

## 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 recompete bid process.

## Ohio Attorney General's Office

TDEC digitized an estimated 12 million paper documents to PDF. TDEC first scanned the source material which included onion skin, photos and other non-standard size pages. After scanning, TDEC staff indexed each image by specified fields, creating a searchable database of these historic records.

## 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.

## Chicago Metropolitan Agency for Planning

The Chicago Metropolitan Agency for Planning (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.

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**FOR MORE INFORMATION, CONTACT:**

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