

State and Local Government Capabilities

Experts in business process solutions

TDEC provides outsourced business process solutions that help state and local government organizations meet their missions. For nearly 70 years, our skilled workforce and proven processes have set a standard for efficiency, cost control, and quality outcomes.

We make outsourcing a viable option for agencies challenged by budget cuts and hiring holds, resource-intensive needs, or the need for niche skills. Our approach is underpinned by extensive institutional experience and an unwavering commitment to efficiency.

TDEC's solutions can supplement existing resources, handle surges or deadline-driven tasks, or fill operational gaps.

PARTNER WITH TDEC:

- ✓ Quality control 99+%
- ✓ Adaptable and scalable services
- ✓ Fast turnaround times
- ✓ Locations nationwide
- ✓ SBA Certified HUBZone
- ✓ SOC 2 Compliant
- ✓ NARA Compliant
- ✓ TruSight Validated



APPLICATION PROCESSING

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



CALL CENTER

Inbound Calls
Emails & Voicemail CRM
Data Entry



CLAIMS PROCESSING

Receipt Processing
Document Imaging & Indexing
Data Entry/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
Keying from Image
Online Keying
Quality Control



DOCUMENT MANAGEMENT

Document Preparation
Forms Processing
Scanning
Quality Control
Document Hosting
Document Indexing
Batching
Image & Data Delivery
Metadata Reports



REMITTANCE PROCESSING

Receipt Scanning
Data Collection
Coding & Indexing
Lockbox Services
Remote Deposit Capture
Quality Management
E-file Production
Disposition



TAX PROCESSING

Mail Receipt & Processing
Document Preparation, Imaging & Indexing
OCR
Data Perfection & Verification
Quality Control
Remote Deposit Capture
Fraud Review
Batch Balancing
Image & Data Delivery
Metadata Reports



SUPPORT SERVICES

Process Design and Management
Customer Support
Mailroom Services
Administrative Services
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

Helping clients meet their missions for nearly 70 years

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 and exceeded the 99% accuracy standards.

CONNECTICUT DEPARTMENT OF REVENUE SERVICES

TDEC handled the Connecticut Department of Revenue Services' tax processing for a total of 5 years. During that time, TDEC processed over 1.6 million documents and met or exceeded all Acceptable Quality Levels. In the last contract year, TDEC achieved 99.94% accuracy and 100% delivery within the required timeframes.

CLERK OF COURTS

Orange County, CA

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 and the 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 approximately 7 million mail items and 5 million checks annually 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. Under this performance-based contract, TDEC needs to meet two demanding quality standards: a short turnaround time and 99.5% data entry accuracy. TDEC must deliver the data from images received within 2 days and data from paper received within 5 days. TDEC has maintained or exceeded the timeliness and quality requirements since the contract's inception.

MARYLAND DEPARTMENT OF HEALTH

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 starting the contract in 2010, TDEC has maintained 99% accuracy rates and 5-day turnaround times.

OHIO ATTORNEY GENERAL'S OFFICE

TDEC digitized an estimated 12 million historical paper documents to PDFs. TDEC first scanned the source material, which included onion skin documents, photos, and non-standard size pages, then indexed each image by special fields, creating a searchable database of these 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. Even 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 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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