2024 CAPABILITY STATEMENT
Federal

TDEC
SECURE - PRECISE - TRUSTED

FOR MORE INFO:

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TDEC provides cost-effective solutions to labor-intensive functions. Our business processes, honed over 65 years, allow our federal clients to focus on their mission.

The TDEC Difference

- 99+% accuracy
- Fast turnaround times
- Locations worldwide
- HUBZone Small Business
- SOC II Certified
- GSA Multiple Award Schedule GS-03F-021DA
- NARA Compliant

GSA Schedule

GSA Contract Holder

Services

ADMINISTRATIVE SUPPORT
Customer Support
Data Entry
Document Management
Mailroom Services
Administrative Services
Records Management
Quality Control
Surveys
Program Support

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
Mainframe
Integrated Keying
Quality Control

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

MAILROOM MANAGEMENT
Mail Receipt & Processing of Incoming and Outgoing Mail
Delivery
Pouch Service
Document Security
Customer Service

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

VITAL RECORDS MANAGEMENT
Mail Receipt & Processing
Document Imaging & Indexing
Data Entry from Paper, Images, Microfilm or Media
Data Verification
Image & Data Delivery
Metadata Reports

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Recent Experience

Department of Labor

TDEC provides National Operational Support Services (NOSS) to the Office of Workers' Compensation Program and the Wage and Hour Division. The NOSS program supports the processing of compensation claims and wage-related worker complaints for OWCP and WHD nationwide. Services for NOSS include data entry, data preparation, clerical imaging, scanning, maintenance, and mailroom support. Since 2014, onsite TDEC staff support over 20 locations onsite and handle more than 2.5 million documents annually..

Office of Personnel Management

The Office of Personnel Management's Office of Facilities, Security, and Emergency Management (FSEM) Personnel Security division initiates and provides adjudicative services for Suitability and National Security Background investigations as required for select employees and contractors. Since 2015, TDEC's staff has worked on submission inquiries, including screening various Tier level investigation submissions, identifying incomplete information, assisting with the processing, and handling of investigative requests, conducting telephone follow up with applicants, serving as Personnel Identification Verification (PIV) registrars and conducting support activities for PIV card management, and other general administrative duties.

Fish & Wildlife Service

TDEC provides full-time staffing to operate mail services for the Northwest Regional Office of the U.S. Fish & Wildlife Service. TDEC personnel receive, record, process and dispatch all categories of mail for all of the occupants of the regional office building which houses multiple federal agencies.

U.S. Air Force

As part of a multi-year task order, TDEC provides services for Official Mail Center Operations at the Columbus Air Force Base in Mississippi. TDEC associates are responsible for receiving, processing, metering, and distributing mail for all base-supported activities, as well as providing guidance on cost-effective mailing practices.

Contract Vehicles

GSA Contract Holder

- GSA Multiple Award Schedule (MAS): GS-03F-021DA
- GSA OASIS+ MAC Program HUBZone SB IDIQ, Contract No. 47QRCA24DH095
- 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

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