



# CAPABILITIES STATEMENT

TDC, established as Telecommunications Development Corporation, is a Technology Consulting Firm based in Washington DC with projects and offices spanning over fifteen (15) state and local jurisdictions. TDCs experience includes state and local government agencies, federal government agencies, and quasi-government entities including water authorities, airport authorities, transportation authorities, universities, and education based non-profit organizations.

**PROVIDING SCALABLE VALUE-ADDED PROFESSIONAL SERVICES TO COMPLEX TECHNOLOGY INITIATIVES**

**CULTIVATING A CULTURE OF COMPLIMENTARY SKILLS AND EXPERTISE FOR THE BENEFIT OF A BROAD TRANGE OF CLIENT ENGAGEMENTS**

## TDC OVERVIEW

**LEVERAGING A CONTINUUM OF INTELLECTUAL CAPITAL ACROSS MULTIPLE ENGAGEMENTS AND MULTIPLE JURISDICTIONS**

- FOUNDED – 1995
- EMPLOYEES – 95
- REVENUE - \$9.5M
- DUNS – 176877496
- CAGE CODE – 1G8Y8
- GSA – GS-35F-0307K

## TDC CORE COMPETENCIES

**25 YEARS OF EXPERIENCE IMPLEMENTING ENTERPRISE TECHNOLOGY SOLUTIONS IN STATE AND LOCAL JURISDICTIONS**

### SAFETY AND SECURITY

- ❖ Public Safety
- ❖ Physical Security
- ❖ P/S Radio
- ❖ Distributed Antenna Systems

### EDUCATION

- ❖ Special Education
- ❖ Early Childhood
- ❖ Data Management
- ❖ Integrated Data Systems

### HEALTH AND HUMAN SERVICES

- ❖ Health Exchange Implementation
- ❖ Salesforce Implementation
- ❖ IV&V

## SERVICES / SOLUTIONS

- PROJECT MANAGEMENT
- ENTERPRISE PMO
- CHANGE MANAGEMENT
- PROCESS ENGINEERING
- SOFTWARE DEVELOPMENT
- BUSINESS INTELLIGENCE
- DATA MANAGEMENT
- SYSTEMS INTEGRATION
- CRM / CASE MANAGEMENT
- 9-1-1 / 3-1-1 SYSTEMS
- INTEGRATED SECURITY MANAGEMENT
- DISTRIBUTED ANTENNA SYSTEMS
- RADIO / WIRELESS COMMUNICATIONS
- NETWORK ENGINEERING
- CYBER SECURITY
- STRATEGIC PLANNING

## CONTACT INFORMATION

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### CERTIFICATIONS

- MBE – Minority Business Enterprise
- DBE - Disadvantaged Business Enterprise
- SDB - Small Disadvantaged Business
- HUB - Historically Underutilized Business

### PARTNERS

- Accenture
- Deloitte
- Salesforce
- Northrup Grumman
- Oracle
- Jacobs
- Avaya
- Motorola
- SAIC

### STATE / LOCAL MARKETS

- District of Columbia
- Maryland
- Pennsylvania
- Texas
- Chicago, IL
- Fulton County, GA
- New Orleans, LA
- South Carolina
- Florida



# CAPABILITIES STATEMENT

## Spotlight on Safety and Security

TDC has twenty (20) years of experience supporting the technology needs of state and local public safety agencies. TDCs work with public safety agencies includes system upgrades and modernization, technology infrastructure, policy and program assessments and support, and next generation initiatives in both 9-1-1 and 3-1-1.

**MICHAEL CHERTOFF, FORMER SECRETARY OF HOMELAND SECURITY, RECOGNIZED THE DISTRICT OF COLUMBIA UNIFIED COMMUNICATIONS CENTER (UCC) AS A NATIONWIDE EXAMPLE OF EXCELLENCE IN PUBLIC SAFETY COMMUNICATIONS, AND AWARDED THE UCC WITH OUTSTANDING ACHIEVEMENT IN THE AREAS OF BUSINESS CONTINUITY AND DISASTER RECOVERY BY THE NATIONAL ASSOCIATION OF STATE CIO'S (NASCIO).**

### PUBLIC SAFETY SYSTEMS

TDC leads and supports the modernization and enhancement of systems that support state and local public safety functions. At TDC, our commitment to safety and security is unparalleled, with a track record of success developing advanced emergency preparedness response systems on a national scale. We're leaders in managing the implementation of secure, interoperable wireless communication networks for emergency management, enhancing response times and real-time information exchange across various emergency services.

TDC collaborates with public safety agencies across various government tiers, developing and integrating advanced emergency-response systems. Our expertise encompasses the latest in digital communications and information processing, offering robust solutions for 9-1-1 call centers, command hubs, and emergency operations centers nationwide.

Our expertise extends to homeland security, where we equip organizations to counteract terrorism threats, both domestically and internationally. Furthermore, our innovative technologies streamline processes for government agencies globally, integrating human capital management and legislative expertise to optimize service delivery. Whether it's safeguarding assets or ensuring seamless communication, TDC represents the pinnacle of trust and forward-thinking in safety and security.

### MUNICIPAL SOLUTIONS

TDCs public safety expertise and experience at its core stems from the implementation and support of consolidated communications systems and infrastructure. TDC experience and expertise includes the implementation of 3-1-1 contact centers, both dedicated and consolidated, as well as the implementation and modernization of CRM platforms supporting a broad range of constituent service agencies.

### PROJECTS

- Public Safety Communications Center – *DISTRICT OF COLUMBIA*
- Computer Aided Dispatch (CAD) System Modernization – *DISTRICT OF COLUMBIA*
- Unified Communications Center – *DISTRICT OF COLUMBIA*
- NG9-1-1 – *DISTRICT OF COLUMBIA*
- Nationwide Computer Aided Dispatch Implementation – *AMTRAK*
- Computer Aided Dispatch System – *MARYLAND AVIATION AUTHORITY*
- 3-1-1 Migration / Implementation – *DISTRICT OF COLUMBIA*
- 3-1-1 System Implementation – *CITY OF NEW ORLEANS*
- 3-1-1 CRM Modernization – *CITY OF CHARLOTTE*
- 3-1-1 Change Management – *CITY OF ALEXANDRIA*
- Integrated Security Management System – *GEORGE WASHINGTON UNIVERSITY*
- Regional Wireless Broadband Network (RWBN) – *NATIONAL CAPITAL REGION*
- Capital Wireless Interoperability Network (CapWIN) – *DISTRICT OF COLUMBIA*
- Distributed Antenna System Program – *DISTRICT OF COLUMBIA*

### SERVICES

- Project Management
- Vendor Management
- Requirements Development
- IV&V
- Business Intelligence
- Data Migration
- Systems Integration

### CORE COMPETENCIES

- Public Safety Telephony
- Computer Aided Dispatch
- Voice Recording
- Radio Communications
- Customer Relationship Management
- Distributed Antenna Systems
- Integrated Security Management

### SAFETY AND SECURITY PARTNERS

- Hexagon
- Central Square Technologies
- Motorola
- Avaya



# CAPABILITIES STATEMENT

## Spotlight on Education

TDC has fifteen (15) years of experience supporting the technology needs of state and local school agencies. TDCs work with state and local school agencies includes technology infrastructure, policy and program assessments and support, application development, and data modernization initiatives in general education, special education, and early childhood.

**MARRYING PROJECT MANAGEMENT EXPERTISE WITH SUBJECT MATTER EXPERTISE TO PROVIDE FOR CERTAINTLY OF DELIVERY**

**EMBRACING A CULTURE OF CONTINUOUS IMPROVEMENT TO EFFECT QUANTIFIABLE QUALITY MANAGEMENT ACROSS ALL WORK STREAMS**

### DATA MANAGEMENT

In the Education space TDC supports state and local agency's efforts manage student level data. This work began in Special Education when the District of Columbia was under a federal consent decree for not providing timely services to special education students. Federal and local regulations provide that parents may file disputes (or claims) for due process in cases where students are not receiving services in support of disabilities as set forth in the Individuals with Disabilities Education Improvement Act of 2004 (IDEA). At the time of the consent decree, the District of Columbia had more Special Education Complaints than the rest of the country combined. We were brought in to implement a new Special Education Data System and to help the District more broadly manage special education data, timeliness of services and evaluations, and federal and state reporting. That work has expanded to general education data management, and recently early childhood education (data associated with the effectiveness of early childhood programs and their impact on a student's progress in K-12 environments).

In the Education space, we provide project management, applications development, data and database management, quality management, change management, and training and education to state-based education agencies and local education agencies (LEAs). LEAs consist of schools and charter schools under the jurisdiction of the state. Following are examples of the types of systems we have implemented, and in some cases developed, on behalf of the District of Columbia:

- Special Education Data System
- Case Management System for the Student Hearing Office
- Enrollment Application (development)
- State Report Card (development)
- Early Childhood Case Management System
- Early Childhood Data System
- Student Suspension Audit / Student Behavior Tracking System
- State Longitudinal Education Data Warehouse (SLED)

### TECHNOLOGY INFRASTRUCTURE

TDC has supported the implementation, expansion, and maintenance of school-based technology infrastructure. In the design, construction, and modernization of schools, TDC has provided project management and subject matter expertise to the design and implementation of facility-based technology related to voice and data connectivity. Additionally, TDC has led efforts related to data modernization, cloud migration and ??.

- PROJECT MANAGEMENT
- ENTERPRISE PMO
- CHANGE MANAGEMENT
- RISK MANAGEMENT
- DATA MANAGEMENT
- SYSTEMS INTEGRATION
- CLOUD MIGRATION
- INTEGRATED SECURITY MANAGEMENT
- DISTRIBUTED ANTENNA SYSTEMS
- CARRIER COORDINATION
- NETWORK ENGINEERING
- CYBER SECURITY
- STRATEGIC PLANNING

#### SERVICES

- Vendor Management
- Requirements Development
- IV&V
- Software Development
- Report Development
- Data Migration
- Interface Development
- Data Audits
- Data Assessment
- School Based Outreach and Engagement

#### PARTNERS

- Accenture
- Deloitte
- Salesforce
- Powerschool
- Public Consulting Group
- CITI



# CAPABILITIES STATEMENT

## Spotlight on Health & Human Services

At TDC, we're dedicated to advancing the intersection of technology and well-being. By supporting the deployment of cutting-edge technology platforms, we provide individuals and businesses with efficient and direct access to state-based health and human services. Our commitment lies in leveraging technology to simplify and enhance the user experience, ensuring that essential services are readily accessible to those in need.

***Championing Innovation: At the cutting edge of technological advancements, we continuously redefine solutions for our clients.***

### CONTACT CENTERS

In the era of virtual contact centers, TDC stands out with its pressure-tested Work-From-Home (WFH) model. This model integrated with our ability to additionally support brick-and-mortar contact centers, provides a comprehensive disaster recovery strategy that ensures operational continuity. Our model offers geographic and environmental diversity, maintaining consistent and high-quality service across various platforms and conditions.

Collaborating with organizations across industries, TDC excels in designing and implementing strategies for superior customer experience within contact centers. By deploying and managing state-of-the-art platforms, we empower government agencies and businesses with advanced solutions that enable measurable, quality analytic based, support services. With a unique talent acquisition process, TDC provides highly skilled and trained professionals for call centers, including call takers, supervisors, and quality analysts.

Our diverse contact center portfolio includes working on the District of Columbia Health Benefit Exchange (HBX), Department of Human Services ERAP / P-EBT, New Mexico HBX (BeWELLnm), HCSC Illinois, and HSA Boston projects, providing us with a broad perspective and versatile problem-solving abilities. TDC had competence in swiftly operationalizing contact centers, as evidenced by the two (2) week establishment of DHS contact centers and the rapid staffing of BeWELLnm. Our ability to adapt and respond quickly to emergent needs ensures that we are prepared for any challenges that a client may present.

Our comprehensive quality management approach is central to our mission of delivering superior service. We prioritize first-contact resolution and strict adherence to Service Level Agreements (SLAs) to exceed customer expectations consistently. Our strategy integrates advanced tools and best practices to ensure continual improvement and high-quality service delivery.

Our comprehensive training programs and comprehensive human capital and technology support mechanisms ensure that our staff are well-equipped to handle a variety of customer interactions with empathy, efficiency, and professionalism.

### HEALTHCARE TECHNOLOGY PLATFORMS

TDC is at the forefront of advancing healthcare technology platforms, especially those centered around state-based health exchanges. These platforms empower individuals and businesses by offering comprehensive access to essential health and human services.

### MODERNIZATION & DATA MANAGEMENT

In regions like the District of Columbia, TDC's dedicated team has championed modernization efforts using platforms tailored for stakeholder engagement, performance monitoring, and detailed reporting. A highlight of our achievements is our support in deploying a state-of-the-art Disease Surveillance platform. This dynamic platform consolidates diverse data sources, streamlining contact tracing and disease investigations. Its robust data engine processes a myriad of information, from patient details to provider data, while utilizing Informatica MDM for optimal data management.

### SERVICES

- Contact Centers
- Clinical Case Management
- Technology Platforms
- Quality Management
- Training Programs
- Virtual Contact Staffing
- Modernization
- Data Management
- Program Management
- Vendor Management
- Requirements Development
- IV&V
- Software Development
- Report Development
- Data Migration
- Interface Development
- Data Audits
- Data Assessment

### PARTNERS

- Accenture
- Deloitte
- Salesforce
- Amazon