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Capability Statement

www.palmcoastdata.com

The nation's top publishers, membership organizations and federal and state agencies rely on **Palm Coast Data (PCD)** to provide high tech and secure data management, multi-channel call center support, e-marketing, lettershop, mailing, e-commerce, payment processing, warehousing and back office production services. Since 1984, our advanced technology and depth of experience have helped our clients in the U.S. and abroad achieve their goals. Our leadership team and subject matter experts provide the experience, knowledge and support needed to address requirements, provide resources and implement solutions.

CORE COMPETENCIES

- **Contact Center Services**
(Inbound, Outbound, Email, Chat and IVR)
- **Digital and e-Commerce Services**
- **Warehousing and Product Fulfillment Services**
- **Lettershop and Graphic Services**
- **Transaction Processing, Caging, Lock-Box and Payment Services**
- **Emergency and Disaster Services**
- **Association, Membership and Subscription Services**
- **Document Scanning and Processing Services**

PAST PERFORMANCE

Department of Treasury - Comptroller of the Currency

Location: Houston, TX • **Start Date:** 2016 - Present
Subcontractor - Inbound customer service, case creation and tracking of consumer banking concerns. Secure access area and private network.

New York City Transit Authority

Location: New York, NY • **Start Date:** 1998 - Present
Prime – Multi-channel sales, service, inventory management and distribution of MetroCard in New York. Secure access area with closed loop network system.

Department of Homeland Security - FEMA

Location: Hyattsville, MD • **Start Date:** 2006 - 2016
Subcontractor – Multi-channel, 24/7/365 informational and referral customer service, literature fulfillment, data collection and technical support services.

Texas Parks and Wildlife Department

Location: Austin, TX • **Start Date:** 2006 - Present
Prime – Database management, Tier 1 technical support, print/mail and email marketing services.

New Mexico Department of Tourism

Location: Santa Fe, NM • **Start Date:** 2004 - Present
Prime – Subscription, mail, telephone and digital customer care. Caging and payment services, scanning and document processing.

COMPANY SNAPSHOT

Gov. Business POC:	Gary Blumenfeld
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Email:	Blumenfeld.Gary@palmcoastdata.com
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Socio-Economic Factors:	Small Business

ADVANTAGES

With over 30 years of operational experience and 205,000+ square feet of facilities in Palm Coast, Florida, PCD maintains a superior technology infrastructure and secure network environment. We are PCI-DSS Level 1 certified, SSAE 18 and SOX compliant and utilize an advanced AVAYA multi-media contact center platform. All access areas are secure key-card controlled with 24-hour video surveillance to protect our customer's data and information.

NAICS & PSC CODES

323111	Commercial Printing
454110	Electronic Shopping & Mail-Order Houses
493110	General Warehousing & Storage
519190	All Other Information Services
522320	Financial Transaction Processing, Reserve & Clearing House Activities
541430	Graphic Design Services
541860	Direct Mail Advertising
561410	Document Preparation Services
561421	Telephone Answering Services
561422	Telemarketing Bureaus & Other Contact Centers
561499	All Other Business Support Services
561910	Packaging & Labeling Services
CLASS D	ADP Telecommunications
CLASS R	Support Svcs (Prof, Admin, Mgmt)

Palm Coast Data LLC

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Government POC

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