



## NARA Certificate of Federal Records Management Training

### Our Expertise

- Manage more than \$10 million in administrative contract
- 20+ years of experience in file conversion tracing its roots back to microfilm
- High-quality industry standard scanning technology
- Secure scanning facility with restricted access
- HIPAA compliance
- 26 years of experience in government agency secure mail center operations
- Subject matter expertise with certifications
  - Master Certification in Mail Communications (MCOM)
  - Executive Mail Center Management (EMCM) certification

### Core Competencies

- Scan all size documents, in any format, to any file type in color, grayscale, or black and white
- Optical character recognition (OCR)
- Secure pickup, transport, return, or destruction of documents
- Adobe format indexing and bookmarking
- Backfile document conversion
- Day-forward document scanning
- Microsoft Azure, external hard drive, USB flash drive, or optical media: CD/DVD
- Process incoming and outgoing mail/secure mail, sort, and deliver
- Facilitated shipping services including USPS, UPS, FedEx, and DHL
- Distribute internal mail to include diplomatic pouch mail
- Update personnel in government database
- Resolve misdirected mail issues through government database research
- Process classified, certified, registered, express, and accountable mail
- Manage copy and supply center order fulfillment and distribution
- Provide help desk support services

### For inquiries, contact:

Valerie Spencer, GWCM, APMP, FMP  
Director of Business Development

📞 703-361-4195 (Office) | 571-330-9287 (Direct)  
✉️ [info@didlake.org](mailto:info@didlake.org)

[www.didlake.org](http://www.didlake.org)

Didlake, Inc.  
8641 Breeden Ave., Manassas, VA 20110  
A private 501(c)(3) nonprofit organization.

## Proven Capability | Past Performance

### Document Scanning Services

- **Maryland Department of Transportation**
  - Preparing, scanning, and verifying the digital conversion of small business certification applications
  - Processing 5,000 – 9,375 files per day at the customer's facility
- **Maryland Higher Education Commission (MHEC)**
  - Scanning student transcripts to eliminate the storage of over 500 file boxes helping MHEC meet archival compliance and save money on storage space
  - Improving the ability of MHEC to readily respond to individual requests for transcripts
- **U.S. Coast Guard**
  - Converting more than 25,000 files containing over 1 million images in total

### Secure Mail Center Operation Services

- **Peace Corps**
  - Shipping medical supplies to Peace Corps volunteers in more than 70 countries
  - Operating secure mail center managing moving, shipping, packing, central receiving, and driver/messaging services
- **Department of Energy**
  - Processing and delivering 3 million pieces of mail annually
  - Delivering mail 3 times daily to 154 mail stops
  - Providing mailroom, copy center, and distribution support services for the headquarters
  - Operating DOE secure mail centers in Washington, D.C. and Gaithersburg, MD
- **DC Pretrial**
  - Providing courier services – USPS, Office of Management and Budget, Government Printing Office
  - Functioning as the PSA general POC for receipt and distribution of supplies and merchandise
  - Delivering mail 3 times daily to various locations
- **Administrative Specialty Services**
  - Photocopying, duplication, lamination, data collection, faxing, shredding, and signage

