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## Capability Statement

[www.palmcoastdata.com](http://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

<b>Gov. Business POC:</b>	Geoff Barlow
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<b>Socio-Economic Factors:</b>	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 16 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

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

Palm Coast Data LLC

Rory Burke

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Government POC

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