



Your Goodwill Changes Lives Through the Power of Work.



# Document Management Services

## Why Hire Goodwill - The Goodwill Difference

### Quality and performance excellence

- 100% Quality Review
- Highly qualified, experienced staff
- Dedicated quality control function
- HIPPA Compliant

### Easy and powerful technology

- Simple, intuitive and user-friendly
- Highly qualified, experienced staff
- Interact with most EMR systems

### Outstanding customer service

- Assigned contract manager
- Competent and courteous staff
- Full system training
- Dedicated quality control function

### Community Investment

Employs more than 600 team members, including Veterans and many who would otherwise have a barrier to employment.

## Organization Information

CAGE CODE: 6KK45

DUNS: 078611177

GSA Schedule 36: GS-03F-098DA

### Primary NAICS:

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### Point of Contact:

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## Key Services

Goodwill San Antonio is one of San Antonio's largest non-profit agencies, employing more than 1,300 team members. We have over 20 years of experience in all aspects of document management. Our team of professionals deliver tailored file-based management systems to include process re-engineering, systems design, receiving, inventory, document scanning and imaging, storage and retrieval, document tracking, quality control systems, and final document disposition both destruction services and document archiving. In addition, we have extensive experience in Mail Room operations and Transcription Services.

## Service Capabilities

The Goodwill team of 250 professionals receives and processes over 25,000 Service Treatment Records on separated or retired Air Force and Army personnel annually.

- Scans approximately 52 million documents annually
- Provides world-class customer service to over 200 DoD Medical Treatment Facilities
- Performs services in a secure contractor furnished facility in San Antonio, Texas

Document Imaging and Conversion provided:

- Immediate intelligent scanning
- Integrated desktop solutions
- Rapid implementation
- Back file Conversion
- Day-Forward Conversion
- Image on Demand

## Past Performance

Period	Service Provided	Contract
2012 - Present	Ft Sam Houston, San Antonio, TX 78235 Army Medical Records Processing Center	\$8.5M
2008 - Present	Air Force Medical Operations Agency, San Antonio, TX 78235 Air Force Administrative Support	\$6.9M
2004 - Present	Randolph Air Force Base, San Antonio, TX 78235 AFPC Administrative Support Service	\$3.9M
1999 - Present	Randolph Air Force Base, San Antonio, TX 78235 Automated Records Management Systems (ARMS) 320K Documents Monthly	\$2.9M
Randolph AFB 1995 - Present	Randolph Air Force Base, San Antonio, TX 78235 Mailroom Operations/Contract Mail Services 2M Pieces Annually Combined	\$125K



Commission on Accreditation of Rehabilitation Facilities

Quality Management Systems

Goodwill San Antonio is a Section 501(c)(3) Non-Profit Social enterprise. Visit [goodwillsa.org](http://goodwillsa.org)

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