



# TIVC

## Helping people work better together.

Founded in 2014 by Jean Ibañez Payne, a multilingual Navy Veteran, TI Verbatim Consulting, Inc. (TIVC) is a responsive and client-oriented professional services company with extensive experience with Workplace Culture Assessment, Language Services and Business Support Services. Jean is the sole owner and has over 30 years of experience in government and private industry. **Our core capabilities are as follows:**



### Workplace Culture Assessment

- Comprehensive Culture Assessment
  - » Tailored and Facilitated Process
  - » Process and Policy Review
  - » Project Communication Plan
  - » Quantitative Survey Administration and Analysis
  - » Focus Groups and Key Employee Interviews
  - » Detailed Culture Profile
  - » Employee Presentations
  - » Strategic Action Plan to Optimize Culture
- Consulting on Culture Assessment and Change Management
- Consulting on Culture Survey Administration & Analysis



### Language Services

- Translation and Localization
- Interpretation
  - » Simultaneous
  - » Conference
  - » Telephone
  - » Video
- Transcription
- Certification & Notarization
- Training
- Web and Social Media
- Competency Testing
- American Sign Language (ASL)



### Business Support Services

- Staff Augmentation
- Program Management
- Administrative Support
- Communications & Marketing
- Technical Support
- Workforce Training
- Leadership Development and Coaching
- Human Resources
- Meeting Facilitation and Training
- Process Mapping and Reengineering

# Why TIVC?

700 Market Street, Suite 600  
Parkersburg WV 26101

## CUSTOMER SERVICE

GSA schedule application; Customer satisfaction at 97%

## PROVEN SUCCESS

Admitted early to SBA 8(a) program based on performance

## PERFORMANCE

Outstanding CPARS

## RESPONSIVENESS

Response time for emails and phone calls is less than one hour. Timely response to customer needs and concerns is top priority.

## QUALITY

Value, quality, and excellence delivered consistently and on time.

## CERTIFICATIONS AND VEHICLES

SBA 8(a), SDVOSB, EDWOSB,

## GSA SCHEDULE

SIN 382 1 - Language Translation

SIN 874 4 - Training Services

## HEADQUARTERS

700 Market Street, Suite 600

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304.893.9692

## DUNS

079596025

FCL: Secret

## CAGE

79M35

## NAICS

541611, 541612, 541613, 541614, 541618, 541930, 561110,  
611430, 611710, 921190, 923130

## CUSTOMERS

Defense Logistics Agency and Departments of Energy, Treasury,  
Bureau of the Fiscal Service, Justice, Defense (NAVY and USAF)  
NASA, and Health and Human Services

## SBA POC

MELISSA LODER

Small Business Opportunity Specialist

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