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**The Most Powerful Name in Corporate News**



## **Information Technology, Healthcare and Program Management Solutions**



**Terrence L. Evans**  
President  
TJFACT, LLC.

**CEOCFO: Mr. Evans, what is the idea behind TJFACT?**

**Mr. Evans:** TJFACT is a Federal Government Contracting Firm that specializes in providing Information Technology, Healthcare, and Program Management Solutions to our customers.

**CEOCFO: What types of services do you offer?**

**Mr. Evans:** Currently we are doing Cyber Security and Intelligence work for the U.S. Department of State. We're supporting the Centers for Disease Control & Prevention (CDC) with HPV and AIDS statistical analysis, and Ebola work in Africa. We're also supporting the Department of Defense in the areas of Enterprise Architect, Risk Management, Capital Planning Investment & Control (CPIC), and SharePoint services. We provide a host of other services to several government agencies across such core areas as Information Technology, Administrative Support, and Healthcare Management.

**CEOCFO: You offer a broad range of services. Is it the technology you are called in for or more than that?**

**Mr. Evans:** We are called in for the technology. I am pleased that we are becoming equally known and respected for the great customer service that we provide to our clients. We do offer a broad range of services, but many times we are called upon because we have been known to provide and retain qualified personnel at a reasonable rate.

**CEOCFO: How do you go above and beyond? Would you give us an example of your outstanding customer service?**

**Mr. Evans:** At TJFACT, we believe that the customer comes first and profit/bottom line comes second. Whatever the mission may be, that is our consistent priority and focus. We demonstrate this in the quality work we perform every day for our customers. One example of our customer service would be on a contract we are executing in Iraq with the State Department. The client wanted us to have a teleconference meeting to discuss an operational issue. I believe business is about building successful, collaborative partnerships and relationships, so I said "no" to the teleconference and flew to Iraq to meet with them face-to-face to conduct that meeting. It is about giving that additional personal service to the customer and communicating clearly that their project's goals and objectives are important to me and the TJFACT team.

**CEOCFO: How do you assess what project to bid on?**

**Mr. Evans:** The first thing that we ask ourselves is, "can TJFACT make a difference?" If we feel that we can make a difference and it is a project for which we can provide great services, those are the contracts that we pursue. There have been times when an opportunity has come our way that we acknowledge that we do not have the greatest level of expertise or skill set to do that job. We will pass on that job. When we feel we have the expertise and skill sets in-house and/or we have a partner team that can support us, only then will we pursue the opportunity.

**CEOCFO: There are challenges in working with the government. What do you understand about the process that makes it easier for you to conduct business with the government?**

**Mr. Evans:** I am a former Department of State program and contract manager, so I was on the government side where I oversaw contracts that were given to contractors. Therefore, I have used some of the challenges that I had when I was on the government side to assist, guide and support me in making better decisions for my company. One of the biggest challenges I experienced in my role as a program and contract manager was companies not doing what they said they were going to do within their proposal or contract. So what I make sure TJFACT does with consistency is ensure that we do what we say we are going to do. This type of focus and commitment from me and the TJFACT team helps to

significantly eliminate some of the potential challenges. On any contract, there are going to be challenges, but when those challenges arise we promptly bring them to the attention of our customers with a plan to resolve those challenges.

**CEOCFO: *Does the fact that you have worked for the government make it easier to get your foot in the door?***

**Mr. Evans:** When I first started TJFACT, I thought it would make it easier, but it did not work out that way. I have the same challenges that every other company has trying to get a foot in the door. Where being a former government worker was helpful was in understanding the process better from the government's perspective. That has made it easier for me to put myself in their shoes when I'm making a decision that potentially can impact the client.

**CEOCFO: *What did you learn from the military that has helped you on the business side?***

**Mr. Evans:** Being in the military helped me with discipline and to know that failure isn't an option. In addition, there were many challenges for me and my family while being raised in Chicago and joining the military helped me see the world from a different, much broader perspective. It helped me look within to see what kind of person I wanted to be and ultimately helped shaped me as a man while guiding me to develop into a more grounded individual.

**CEOCFO: *What do you look for in your people and how do you know that they are right for TJFACT?***

**Mr. Evans:** First, we do our due diligence as an organization assessing candidates, but I am also guided by the ability to assess good talent. My background of being raised in Chicago has taught me to understand people, so my gut feeling is generally a pretty accurate guide and tells me if I am making a good hire. I pay close attention to how a prospective employee presents himself or herself; I listen for the sincerity in their voice and pay attention to their body language which also tells a great deal about that person.

**"My philosophy is that in business it's not about me, but it's about the men and women that work hard to provide a great service for our customers. These individuals are the real heroes at TJFACT." - Terrence L. Evans**

**CEOCFO: *Is it difficult to find people in the tech world?***

**Mr. Evans:** Yes, it can be difficult to find the right people. We compensate our employees well, but the market is becoming more and more competitive, and that makes it challenging to find good people.

**CEOCFO: *The reputation of government contractors has taken a hit of late with the healthcare website debacle, as well as some government constraints that can affect an engagement. How do you get around that?***

**Mr. Evans:** I had a conversation with my executive assistant this morning about doing what is right and providing good customer service. There are times when you can go above and beyond only to find out that you still cannot please everyone. I have learned that if I stick to TJFACT's principals and keep focus on doing a good job, ultimately favorable results will be achieved. On our website (<http://TJFACT.com>) you will find "TJFACT's Ten Pillars of Success." Though we cannot control all outside variables, we can continue to consistently provide good customer service through our qualified personnel to ensure we meet the requirements of the client as we were hired to do.

**CEOCFO: *Are there particular types of projects that you like to work on if given a choice?***

**Mr. Evans:** I would like TJFACT to be more involved in Intelligence, Cyber Security, and Research opportunities.

**CEOCFO: *How do you stay on top of security and the industry, where there seems to be so much confusion?***

**Mr. Evans:** My background is not security so we hired a Facility Security Officer (FSO), Mrs. Jada Wells, who does a great job of staying abreast of all of the current changes within the industry. She keeps me informed and updated as appropriate.

**CEOCFO: *Will a new administration in 2016 have any effect on your business?***

**Mr. Evans:** We are here to serve and support our Country regardless of whether a republican or a democrat is in office. It does not matter and our performance is unaffected. The mission is what the mission is regardless of what party is in office.

**CEOCFO: *How is business these days?***

**Mr. Evans:** Business is going quite well. It has been a great year for TJFACT thus far. If I had to project, I would say we are probably looking at 600-700% growth this year. Needless to say, I am very pleased.

**CEOCFO: *How did you achieve that growth?***

**Mr. Evans:** Our 700% growth happened because of a great deal of hard work and dedication. We are a SBA 8(a), HUBZone, and SDVOSB firm. TJFACT's certifications afford us eligibility for some of the various projects on which the

government can offer Sole Source work to firms with these certain certifications. The government releases what is called a Sources Sought and TJFACT's Vice President, Mrs. Hillary Boyce Doriguzzi has realized that a Sources Sought is a hidden "gem" that can turn into Sole Source Awards for TJFACT. We have found many companies overlook Sources Sought, but they are an integral part of our business strategy.

**CEOCFO: *What surprised you as your business has grown and developed?***

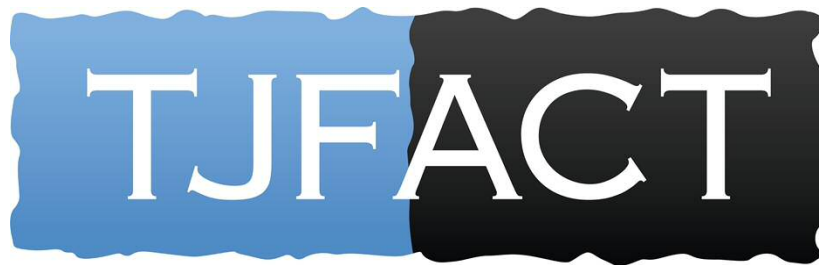
**Mr. Evans:** What surprised me is that I did not realize how difficult this would be. When I left the Federal government, I thought, that because of my understanding of the industry and some of the inner workings of the agencies, transitioning into government contracting would be a cakewalk. However, that has totally not been the case. It has taken a great deal of hard work and has presented me with many sleepless nights.

**CEOCFO: *Put it together for our readers. Why is TJFACT a noteworthy company?***

**Mr. Evans:** TJFACT is a noteworthy company because of our people. On our website, it says that our people are our greatest asset. Without them, we do not exist. I can provide vision and leadership, but they are the ones who do the day-to-day operations work that make things happen. They are the ones that are at the government sites doing all of the work to make TJFACT shine.

Interview conducted by: Lynn Fosse, Senior Editor, CEOCFO Magazine

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