# Rapport Score LLC

## RapportScore for Government and Prime Contractors

Rapport Score LLC is registered in SAM.gov and ready to team as a subcontractor.

### Company identifiers

Legal name: RAPPORT SCORE LLC
UEI: XBGLT4J6QM71  CAGE code: 20RB2
SAM.gov status: Active (renews annually; current through May 19, 2027)
NAICS: 541511 Custom Computer Programming Services (primary); 541512 Computer Systems Design Services; 541519 Other Computer Related Services; 541612 Human Resources Consulting Services; 541613 Marketing Consulting Services; 541715 Research and Development in the Physical, Engineering, and Life Sciences; 611430 Professional and Management Development Training; 518210 Computing Infrastructure Providers, Data Processing, Web Hosting, and Related Services
Business type: Small business
Set-aside certifications: Service-Disabled Veteran-Owned Business (as registered in SAM.gov), Veteran-Owned Business (as registered in SAM.gov)

### Core capabilities

- Conversation analysis: recorded calls and meetings are transcribed, speakers are separated, and timing, turn-taking, interruptions, silence, questions, and acknowledgments are measured directly from the transcript. Every result links to a timestamped moment.
- Team dynamics and communication assessment: team-level reports from a group's own conversations showing who leads, who defers, how information flows, and where communication breaks down, reported as observed behavior only.
- Sales and leadership coaching data: per-person measurements across calls, including objection handling, question quality, and talk ratio, with each person pointed to the one measured skill that most limits them.
- Training program measurement: one fixed seven-dimension scale applied before, during, and after training, so change in skills shows up as numbers from real conversations. Skill levels advance only when scores hold across consecutive calls.
- Practice and rehearsal: a live AI voice roleplay coach for rehearsing the specific skill a person's own call evidence pointed to.

### Differentiators

- Deterministic measurement. Core signals are computed directly from transcript timestamps, so the same recording produces the same result every time. AI interprets after measurement and never replaces it.
- Evidence, not verdicts. Every score traces to timestamped moments in the conversation. Reports describe observed behavior and do not infer intent, honesty, or emotional state.
- Privacy by design. Speakers are confirmed by the user, never identified by voiceprint, and results are limited to the person or to the lead of the team involved.
- Grounded in decades of published, peer-reviewed research in conversation analysis and behavioral psychology.
- Founder Ron Skelton served in U.S. Air Force intelligence on imagery and geospatial (GIS) systems, worked on classified computer security and systems projects at Lockheed Martin, and ran technical operations at some of the world's largest websites.
- Founder and Acting CFO Walid Costandi spent eight years as IT Services Manager at defense contractor Phoenix Defense, LLC, leading IT teams and delivering system upgrades for cloud, on-premise, and remote environments, and has over 20 years in telecommunications, networking, and cybersecurity.
- Co-founder Gia Cilento is also a partner in Loka Creative, which handles marketing and communication for the State of New Mexico's 988 Crisis Line and other behavioral health efforts for the state. This gives our team direct experience working with state and federal government entities.

### Security and data handling

- Encryption: AES-256-GCM for sensitive data at rest and TLS 1.3 for data in transit.
- Access control: row-level security on every database table, role-based access, and token authentication on every request.
- Testing: penetration testing at least quarterly, tied to major releases, plus automated vulnerability scanning.
- Hosting: runs on Supabase infrastructure, which maintains SOC 2 Type II compliance. This describes our infrastructure provider, not a certification of Rapport Score LLC.
- Data rights: audit trails of security-sensitive operations, self-serve data export and deletion, and defined retention policies.

### How to work with us

Roles: Subcontractor, Teaming partner

### Point of contact

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