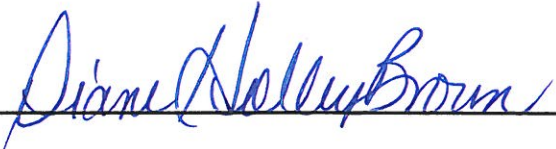


# NOTICE

Please note that this bid from PGLS LLC for WWV17\*4 was received at the Purchasing Division office prior to the established bid opening date and time on April 25, 2017, but was not loaded properly within wvOASIS at the public bid opening. This bid has since been loaded and is now posted.



---

Diane Holley-Brown  
Assistant Purchasing Director



# West Virginia Purchasing Division

2019 Washington Street, East  
Charleston, WV 25305  
Telephone: 304-558-2306  
General Fax: 304-558-6026  
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header 2

[List View](#)

## General Information

[Contact](#)[Default Values](#)[Discount](#)[Document Information](#)

Procurement Folder: 313325

Procurement Type: Central Master Agreement

Vendor ID:  

Legal Name: PGLS LLC

Alias/DBA:

Total Bid: \$0.00

Response Date:  Response Time: 

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWW1700000004

Published Date: 4/12/17

Close Date: 4/25/17

Close Time: 13:30

Status: Closed

Solicitation Description:    


Total of Header Attachments: 2

Total of All Attachments: 2



Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 313325

**Solicitation Description :** Addendum No. 1 Transcription Services, Legal and Medica

**Proc Type :** Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-04-25 13:30:00	SR 0323 ESR04251700000005167	1

<b>VENDOR</b>
VS0000011825 PGLS LLC

**Solicitation Number:** CRFQ 0323 WWV1700000004

**Total Bid :** \$0.00                      **Response Date:** 2017-04-25                      **Response Time:** 11:16:20

**Comments:** Please see attached files.

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

<b>Signature on File</b>	<b>FEIN #</b>	<b>DATE</b>
--------------------------	---------------	-------------

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Transcription Services, Legal and Medical	0.00000	EA	\$5.000000	\$0.00

Comm Code	Manufacturer	Specification	Model #
82111603			

**Extended Description :** Transcription Services, Legal and Medical per the specifications attached herein.

**Comments:** Unit = Per Page  
 See pricing spreadsheet  
 Delivery days = minimum



## **PROPOSAL RESPONSE**

**CRFQ 0323 WWV1700000004**

**Transcription Services, Legal and Medical**

**Response Due Date: April 25, 2017, 1:30 PM DST**

**Department of Administration**

**Purchasing Division**

**2019 Washington Street, East**

**Charleston, WV 25305**

## **SUBMITTED BY**

**PGLS LLC**

**4041 University Dr., Suite 200L**

**Fairfax, VA 22030**

**(703) 691-6180**

**[www.pglsinc.com](http://www.pglsinc.com)**



**April 25, 2017**



## TRANSMITTAL LETTER

April 25, 2017

Department of Administration, Purchasing Division  
2019 Washington Street, East  
Charleston, WV 25305  
via wvOASIS

**RE: CRFQ 0323 WWV1700000004 Transcription Services, Legal and Medical**

Dear Ms. Pettrey:

Thank you for the opportunity to respond to CRFQ 0323 WWV1700000004 for *Transcription Services, Legal and Medical* to establish an open-end contract for transcription services of hearings conducted by the West Virginia Board of Review and decisions resulting from hearings.

I have reviewed the solicitation in entirety and concur with all terms, conditions, and requirements.

If I may be of additional assistance as you develop the formal solicitation, please feel free to contact me directly. I may be reached at (703) 691-6180 or by email at [mohamed@pglsinc.com](mailto:mohamed@pglsinc.com).

Sincerely,

Mohamed Hussein  
Chief Executive Officer





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<b>SECTION 3.</b>	<b>PRICING .....</b>	<b>13</b>



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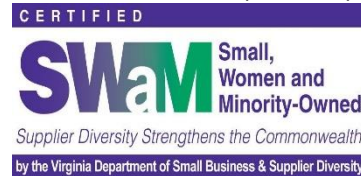
## SECTION 1. APPROACH

---

PGLS LLC (PGLS) is a Virginia-based, full-service language company that provides comprehensive language services in more than 200 languages and regional dialects. Services include: transcription, translation, interpretation, American Sign Language (ASL), Cultural Sensitivity Training, and English as a Second Language (ASL).

PGLS is a minority-owned, SBA self-certified small business, and holds the following small business concern classifications:

- West Virginia Small Business
- Virginia Certified Small Women-owned, and Minority-owned Business (SWaM)
- Capital Region Minority Supplier Diversity Council (CRMSDC)
- Virginia Department of Transportation Disadvantaged Business Enterprise (VDOT DBE)
- Metropolitan Washington Airports Authority Local Disadvantaged Business Enterprise (MWAALDBE)



PGLS offers more than 1,000 professional language experts with content or subject-matter expertise to include legal and medical.

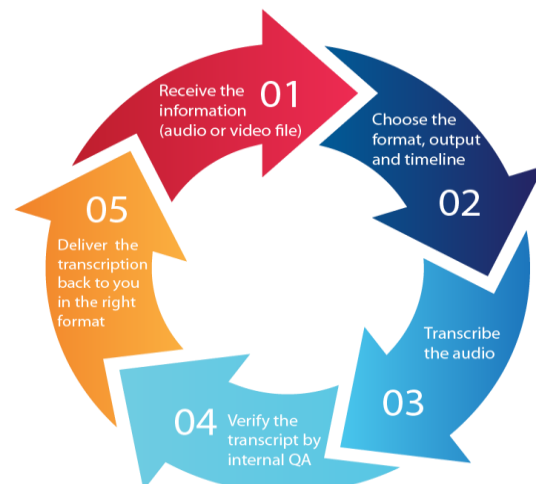
Transcription projects are too important to be left to chance or misinterpretation. That is why PGLS only uses human transcription to capture all the nuances, expressions, colloquialisms, and figures of speech ingrained within the original text. Whether it is audio or audiovisual, we handle a plethora of formats...and we never rely on non-human transcription methods.

### Approach

#### Agency Use of Online Ordering System

PGLS uses a secure Online Content Management System (CMS) that offers end users an intuitive way to order transcription services while also supporting PGLS's workflow, requests, tasks, deadlines, and billing.

Once PGLS assigns an end user to the CMS, we conduct a brief training and distribute training materials and guides. The user then accesses the system to create customizable orders for services and to upload and download project files. PGLS



immediately receives a notification of the order and places the order with the transcriptionist. This web-based tool is easy to use and intuitive, and provides fields for the end user to complete, to include: project name, scope of service (transcription), required delivery date, language-related information, and project files.

The system is available 365/24/7.

The system is secure and is HIPAA and HITECH compliant.

PGLS may also use any system that is preferred by the Board.

### **Contractor Submission of Transcribed Files**

Once transcribed in accordance with the Board's requirements (RFP *Specifications* Section 3), PGLS submits transcripts and decisions to the Board of Review *electronically* via a secure Virtual Private Network (VPN) or by *email* if the document is encrypted.

PGLS submits documents to the Board within specified timeframes:

<b>Deliverable</b>	<b>Working Days to Submit</b>
Transcripts	4
Decisions	2
Emergency Orders	2

### **Billing and Reporting**

PGLS invoices in the manner prescribed by clients and accepts government purchasing card programs for the payment of services.

PGLS provides quarterly reports and annual summaries reflecting the items and quantities ordered and delivered, with total dollar value. We are pleased to provide any additional reports.

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## **SECTION 2. REQUIRED DOCUMENTATION**

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PGLS provides the required documents on the following pages:

- CRFQ Cover Page
- Addenda Acknowledgements
- Purchasing Affidavit
- Designated Contact
- Contract Manager



Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Request for Quotation  
 33 – Service - Misc

Proc Folder: 313325

Doc Description: Transcription Services, Legal and Medical

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-04-04	2017-04-25 13:30:00	CRFQ 0323 WWV1700000004	1

**BID RECEIVING LOCATION**

BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

Vendor Name, Address and Telephone Number:

PGLS LLC  
 4041 University Dr., Suite 200L  
 Fairfax, VA 22030  
 (703) 691-6180

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

Signature X

FEIN # 47-1257357

DATE 4/25/17

All offers subject to all terms and conditions contained in this solicitation

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: **WWV1700000004**

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- Addendum No. 1
- Addendum No. 2
- Addendum No. 3
- Addendum No. 4
- Addendum No. 5

- Addendum No. 6
- Addendum No. 7
- Addendum No. 8
- Addendum No. 9
- Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

PGLS LLC

Company



Authorized Signature

4/25/17

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.



Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

State of West Virginia  
 Request for Quotation  
 33 – Service - Misc

Proc Folder: 313325

Doc Description: Addendum No. 1 Transcription Services, Legal and Medica

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-04-12	2017-04-25 13:30:00	CRFQ 0323 WWV1700000004	2

**BID RECEIVING LOCATION**


BID CLERK  
 DEPARTMENT OF ADMINISTRATION  
 PURCHASING DIVISION  
 2019 WASHINGTON ST E  
 CHARLESTON WV 25305  
 US

**VENDOR**

Vendor Name, Address and Telephone Number:  
 PGLS LLC  
 4041 University Dr., Suite 200L  
 Fairfax, VA 22030  
 (703) 691-6180

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

Signature X  FEIN # 47-1257357 DATE 4/25/17

All offers subject to all terms and conditions contained in this solicitation

STATE OF WEST VIRGINIA  
Purchasing Division

# PURCHASING AFFIDAVIT

**MANDATE:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

**"Debt"** means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

**"Employer default"** means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

**"Related party"** means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: PALS LLC

Authorized Signature: [Signature] Date: 04-24-2017

State of VIRGINIA

County of FAIRFAX, to-wit:

Taken, subscribed, and sworn to before me this 24<sup>th</sup> day of APRIL, 2017.

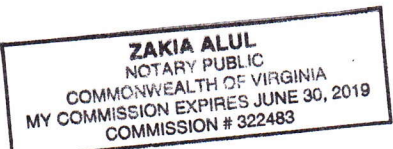
My Commission expires 06-30, 2019

**AFFIX SEAL HERE**

**NOTARY PUBLIC**

[Signature]

*Purchasing Affidavit (Revised 08/01/2015)*



**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.



\_\_\_\_\_  
(Name, Title)

Mohamed Hussein, CEO

\_\_\_\_\_  
(Printed Name and Title)

4041 University Dr., Suite 200L, Fairfax, VA 22030

\_\_\_\_\_  
(Address)

Phone: (703) 691-6180 / Fax: 703.359.2449

\_\_\_\_\_  
(Phone Number) / (Fax Number)

mohamed@pglsinc.com

\_\_\_\_\_  
(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

PGLS LLC

\_\_\_\_\_  
(Company)



\_\_\_\_\_  
(Authorized Signature) (Representative Name, Title)

Mohamed Hussein, CEO

\_\_\_\_\_  
(Printed Name and Title of Authorized Representative)

4/25/17

\_\_\_\_\_  
(Date)

Phone: (703) 691-6180 / Fax: 703.359.2449

\_\_\_\_\_  
(Phone Number) (Fax Number)

**REQUEST FOR QUOTATION**  
**Transcription Services**

---

- 8.3 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 8.4 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

**Contract Manager:** Mohamed Hussein  
**Telephone Number:** (703) 691-6180  
**Fax Number:** 703.359.2449  
**Email Address:** mohamed@pglsinc.com



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## SECTION 2. SMALL BUSINESS PREFERENCE

---

PGLS LLC is a non-resident vendor certified as a small, women-owned, or minority-owned (SWAM) business, certified with the State of West Virginia.

Report ID: WV-FIN-PROC-027	State of West Virginia	
Run Date: 04/21/2017	wvOASIS - Data Warehouse	
Run Time: 7:43:41 AM	SWAM Report	

**Vendor: VS0000011825 - PGLS LLC**  
**Address: 4041 University Dr, Fairfax, VA 22030-3414**  
**Certification Start Date: 01/19/2017**  
**Certification End Date: 01/19/2019**

\*Minority-Owned Business\*

\*Small Business\*



PGLS has attached the appropriate form, modified to recognize PGLS's status as a non-resident vendor.

# State of West Virginia **VENDOR PREFERENCE CERTIFICATE**

Certification and application\* is hereby made for Preference in accordance with **West Virginia Code**, §5A-3-37. (Does not apply to construction contracts). **West Virginia Code**, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the **West Virginia Code**. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1.  **Application is made for 2.5% resident vendor preference for the reason checked:**  
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**, Non-resident SWAM certified business  
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; **or**,  
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; **or**,
- 2.  **Application is made for 2.5% resident vendor preference for the reason checked:**  
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
- 3.  **Application is made for 2.5% resident vendor preference for the reason checked:**  
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; **or**,
- 4.  **Application is made for 5% resident vendor preference for the reason checked:**  
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; **or**,
- 5.  **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**  
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; **or**,
- 6.  **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**  
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

**Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.**

Bidder: PGLS LLC Signed:   
Date: 04/25/17 Title: CEO

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.



---

### **SECTION 3. PRICING**

---

PGLS has completed the *Pricing Pages* by providing the cost per page of transcribing hearings from digital recordings and typing of decisions/order.

Since the line items in wvOASIS are restricted to one line item, and there are two line items on the pricing table, PGLS has attached the Excel spreadsheet as an electronic document attachment in wvOASIS, as authorized by the CRFQ.

Hearing Decisions/Orders Transcription Services  
 Exhibit "A"  
 Pricing Page

ITEM	Description	Unit of Measure	Unit Price	Est. Quantity	Extended Cost
1	Transcribing Hearings from Digital Recordings	Per Page	\$5.00	1000	\$5,000.00
2	Typing of Decisions/Orders	Per Page	\$5.00	1000	\$5,000.00
<b>Total Bid Amount</b>					<b>\$10,000.00</b>
**	<b>Vendor should not alter pricing page and should fill out the pricing page as it is.</b>				
	<b>The addition or alterations of the pricing page and or addition of commodities</b>				
	<b>other than those listed on the pricing page online or as an attachment, will result</b>				
	<b>in disqualification of bid submittal.</b>				