



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](http://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](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 1

List View

- General Information
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 1899515

Procurement Type: Central Master Agreement

Vendor ID: VS0000051381

Legal Name: Conroy Transcription Services LLC

Alias/DBA:

Total Bid: \$0.00

Response Date: 02/26/2026

Response Time: 12:55

Responded By User ID: ConroyTranscript

First Name: Jennifer

Last Name: Conroy

Email: jconroy@conroytranscriptio

Phone: 4802289617

SO Doc Code: CRFQ

SO Dept: 0803

SO Doc ID: DOT2600000063

Published Date: 2/20/26

Close Date: 2/26/26

Close Time: 13:30

Status: Closed

Solicitation Description: Transcription & Court Reporting Services - 8226A001A

Total of Header Attachments: 1

Total of All Attachments: 1



Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	COST OF ORIGINAL TRANSCRIPT	0.00000	EA	3.000000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

**Commodity Line Comments:**

**Extended Description:**

COST OF ORIGINAL TRANSCRIPT

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	COST OF ADDITIONAL CONDENSED TRANSCRIPT INCLUDING INDEX	0.00000	PAGE	0.300000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

**Commodity Line Comments:**

**Extended Description:**

COST OF ADDITIONAL CONDENSED TRANSCRIPT INCLUDING INDEX

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	COST TO EXPEDITE TRANSCRIPT	0.00000	PAGE	3.500000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

**Commodity Line Comments:**

**Extended Description:**

COST TO EXPEDITE TRANSCRIPT

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	APPEARANCE FEE	0.00000	EA	100.000000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

**Commodity Line Comments:**

**Extended Description:**

APPEARANCE FEE

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	OVERNIGHT ORIGINAL	0.00000	EA	4.000000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

**Commodity Line Comments:**

**Extended Description:**

OVERNIGHT ORIGINAL

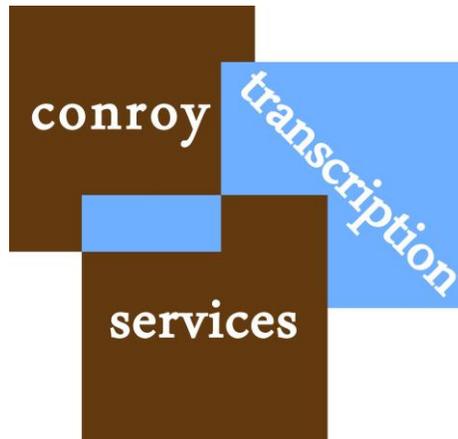
Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	POSTAGE OR HAND DELIVERY	0.00000	EA	5.000000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

**Commodity Line Comments:**

**Extended Description:**

POSTAGE OR HAND DELIVERY



## Conroy Transcription Services, LLC

14245 S. 48<sup>th</sup> Street

Suite 119

Phoenix, AZ 85044

Authorized Representative:

Jennifer Conroy

Phone: 480-535-6655

Fax: 520-843-2225

Email: [jconroy@conroytranscriptionservices.com](mailto:jconroy@conroytranscriptionservices.com)

Technical Response to Bid No. DOT2600000063

Transcription Services for West Virginia Department of Transportation

Conroy Transcription Services, LLC  
14245 S. 48<sup>th</sup> Street  
Suite 119  
Phoenix, AZ 85044

Conroy Transcription Services, LLC (CTS) is pleased to submit this proposal in response to Transcription Services for West Virginia Department of Transportation. CTS specializes in high-accuracy and secure transcription of administrative hearings, depositions and meeting minutes. Our team is experienced with handling sensitive government audio recordings and are committed to timely and accurate verbatim transcripts. Although a small business, CTS has the capacity and expertise required for large-scale, high-volume transcription projects.

Conroy Transcription Services, LLC is a transcription and virtual scribing company based in the Western United States. Established in 2007, **Conroy Transcription Services is a certified Woman-Owned Small Business** and serves clients across the United States with high-quality transcription services. Conroy Transcription Services employs 25 top-quality, full-time court reporters and transcriptionists. We understand the critical importance of accurate, timely, and confidential transcription required for Transcription Services for West Virginia Department of Transportation and are committed to supporting your department's mission and needs.

Conroy Transcription Services has a proven track record of providing reliable transcription services, with specific expertise in serving government and law enforcement agencies. We boast a team of highly skilled and thoroughly vetted transcriptionists, many with backgrounds in law enforcement or legal fields, ensuring an in-depth understanding of the language and nuances involved in legal transcription work. Conroy Transcription Services only works with qualified and certified independent contractors.

Jennifer Conroy is the sole proprietor of Conroy Transcription Services, LLC. She has an extensive background in the field of transcription covering medical, legal, business, government, education and daily life activities for the past 20+ years.

Conroy Transcription Services is becoming a leading provider in legal transcription services. We are proud of the relationships we have built with various government agencies and are happy to provide references upon request. We believe our track record of excellent service, commitment to accuracy, and strict adherence to confidentiality speak for themselves.

The following pages contain our response to your request for quote to provide Transcription Services for Transcription Services for West Virginia Department of Transportation.

Respectfully yours,

Jennifer Conroy

## Pricing

CTS has completed **Exhibit A Price Sheet**. Our pricing is competitive and inclusive of all labor, supplies, equipment, travel and administrative costs. The proposed rates ensure cost efficiency while upholding the highest quality standards.

## Attachments & Required Forms

This proposal is accompanied by all required documents listed in the RFP including but not limited to:

- Addendum acknowledgements, 1 and 2
- Price sheet
- Designated contact information
- Contract specifications
- Acknowledged terms and conditions
- Conroy Transcription Services Organizational Chart
- Certificate of Insurance

Conroy Transcription Services, LLC is uniquely positioned to support West Virginia Department of Transportation with accurate, timely, and secure transcription and court reporting services. We are confident in our ability to meet the requirements of RFP DOT2600000063 and to serve as a trusted partner in fulfilling West Virginia Department of Transportation's mission.

We appreciate the opportunity to submit this proposal and look forward to supporting West Virginia Department of Transportation.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ DOT2600000063**

**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 the 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:**

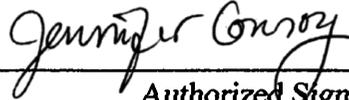
(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input type="checkbox"/> Addendum No. 2            | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of the addenda may be cause for rejection of this bid. I further understand that 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.

Conroy Transcription Services, LLC

Company



Authorized Signature

02/25/2026

Date

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

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFO DOT2600000063**

**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 the 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)

- |  |  |
|--|--|
| <input type="checkbox"/> Addendum No. 1            | <input type="checkbox"/> Addendum No. 6  |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of the addenda may be cause for rejection of this bid. I further understand that 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.

Conroy Transcription Services, LLC

\_\_\_\_\_  
Company

  
\_\_\_\_\_  
Authorized Signature

02/25/2026

\_\_\_\_\_  
Date

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

**Exhibit A Pricing Page**

**Section 1 - Unit Pricing**

**Section 1 pricing will be used as the contract pricing. The unit prices bid in Section 1 shall determine the pricing entered in Section 2 Bid Scenarios. The Evaluation of this award will be based on the Section 2 Bid Total.**

<b>Commodity Line</b>	<b>Description</b>	<b>Unit of Measure</b>	<b>Unit Price</b>
1	Cost of Original Transcript (Turnaround 5 to 10 business days)	Page	\$3.00
2	Cost of Additional Condensed Transcript including Index	Page	\$0.30
3	Cost to Expedite Transcript (Turnaround 1 to 4 business days)	Page	\$3.50
4	Appearance Fee	Each	\$100.00
5	Overnight Original	Each	\$4.00
6	Postage or Hand Delivery Fee	Each	\$5.00

**Section 2 - Bid Scenarios**

Using the unit prices bid in Section 1, the vendor shall complete the pricing for the following bid scenarios. The vendor shall total all bid scenarios and enter the total on the bid total line. The Evaluation of this solicitation will be based on the Section 2 bid total.

**Bid Scenario 1 -**

<b>Commodity Line</b>	<b>Description</b>	<b>Unit of Measure</b>	<b>Unit Price</b>	<b>Quantity</b>	<b>Line Total</b>
1	Cost of Original (Turnaround 5 to 10 business days)	Page	\$3.00	150	\$450
2	Cost of Additional Condensed Transcript with Index	Page	\$0.30	150	\$45
6	Postage or Hand Delivery Fee	Each	\$5.00	1	\$5.00
<b>Bid Scenario 1 Total</b>					\$500.00

**Bid Scenario 2-**

<b>Commodity Line</b>	<b>Description</b>	<b>Unit of Measure</b>	<b>Unit Price</b>	<b>Quantity</b>	<b>Line Total</b>
3	Cost to Expedite Transcript (Turnaround 1 to 4 business days)	Page	\$3.50	150	\$525.00
11	Cost of Additional Condensed Transcript with Index	Page	\$0.30	150	\$45
11	Postage or Hand Delivery Fee	Each	\$5.00	1	\$5.00
<b>Bid Scenario 2 Total</b>					\$575.00
<b>Total of Bid Scenarios (1+2)</b>					\$1,075.00

## SPECIFICATIONS

### 3. QUALIFICATIONS:

3.1. Conroy Transcription Services employs court reporters and transcriptionists with a combined 200+ years' experience.

### 4. MANDATORY REQUIREMENTS:

**4.1 Mandatory Contract Services Requirements and Deliverables:** Conroy Transcription Services complies with and exceeds all mandatory specifications.

#### 4.1.1 Transcription/Court Reporting Services

4.1.1.1 Conroy Transcription Services will provide a transcript and a Condensed Transcript and Index when requested.

4.1.1.1.1 Conroy Transcription Services will provide an original transcript and a condensed transcript with four pages per page and index referencing the location of keywords in the transcript when requested.

**4.1.1.2 Commodity Line 1 - Cost of Original Transcript.**

4.1.1.2.1 Conroy Transcription Services agrees that pricing will be per page. Fee per page is provided on Exhibit A.

**4.1.1.3 Commodity Line 2 - Cost of Condensed Transcript Copy.**

4.1.1.3.1 Conroy Transcription Services agrees that pricing will be per page. Fee per page is provided on Exhibit A.

**4.1.1.4 Commodity Line 3 - Cost of Expedited Transcript.**

4.1.1.4.1 Conroy Transcription Services agrees that pricing will be per page. Fee per page is provided on Exhibit A.

**4.1.1.5 Commodity Line 4 - Appearance Fee.**

4.1.1.5.1 One appearance fee will be charged per order. Flat fee per appearance is provided on Exhibit A.

**4.1.1.6 Commodity Line 5 - Overnight Original.**

4.1.1.6.1 Overnight delivery will be a flat fee. Flat fee per overnight delivery is provided on Exhibit A.

**4.1.1.6 Commodity Line 6- Postage or Hand Delivery Fee.**

4.1.1.6.1 Postage fee will be a flat fee. Flat fee per postage is provided on Exhibit A.

#### 4.2.1 Turnaroud Times

4.2.1.1 Conroy Transcription Services confirms that turnaround times will be five (5) to ten (10) business days for regular

and one (1) to four (4) 4 business days for rush orders as agreed with orders placed and accepted.

**5 CONTRACT AWARD:**

**5.1 Contract Award:** Conroy Transcription Services hereby affirms its commitment to all specified requirements.

**5.2 Pricing Page:** Pricing page is attached as Exhibit A.

**6 PERFORMANCE:** Conroy Transcription Services hereby affirms its commitment to all specified requirements.

**7 PAYMENT:** Fees are as per the attached pricing sheet, Exhibit A.

**8 TRAVEL:** Conroy Transcription Services will be held responsible for all travel costs and mileage.

**9 FACILITIES ACCESS:**

**9.1.** Conroy Transcription Services will identify personnel requiring access for keys or access cards.

**9.2.** Conroy Transcription Services will be responsible for controlling cards and will pay replacement fees, if necessary.

**9.3.** Conroy Transcription Services will notify the Agency immediately of lost, stolen or missing card or key.

**9.4.** Conroy Transcription Services will adhere to any and all security protocol and procedures.

**9.5.** Conroy Transcription Services will inform all staff of the Agency security protocol and procedures.

**10 VENDOR DEFAULT:**

**10.1.** Conroy Transcription Services hereby affirms its commitment to all specified requirements.

**11 MISCELLANEOUS:**

**11.1. Contract Manager:** Contract Manager and all contact information is listed below.

**Contract Manager:** Jennifer Conroy

**Telephone Number:** 480-228-9617

**Fax Number:** 520-843-2225

**Email Address:** [jconroy@conroytranscriptionservices.com](mailto:jconroy@conroytranscriptionservices.com)



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

State of West Virginia  
 Centralized Request for Quote  
 Service - Prof

<b>Proc Folder:</b> 1899515			<b>Reason for Modification:</b> ADDENDUM NO_2 Vendor Questions and Responses
<b>Doc Description:</b> Transcription & Court Reporting Services - 8226A001A			
<b>Proc Type:</b> Central Master Agreement			
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>	<b>Version</b>
2026-02-20	2026-02-26 13:30	CRFQ 0803 DOT2600000063	4

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:** VS0000051381  
**Vendor Name :** Conroy Transcription Services, LLC  
**Address :** 14245 S. 48th Street  
**Street :** Suite 119  
**City :** Phoenix  
**State :** Arizona **Country :** United States of America **Zip :** 85044  
**Principal Contact :** Jennifer Conroy  
**Vendor Contact Phone:** 480-228-9617 **Extension:**

**FOR INFORMATION CONTACT THE BUYER**

John W Estep  
 304-558-2566  
 john.w.estep@wv.gov

Vendor  
 Signature X

FEIN# 26-1220928

DATE 02/25/2026

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

**ADDITIONAL INFORMATION**

ADDENDUM NO\_2

Addendum No\_2 issued to publish and distribute the attached information to the Vendor Community

**REQUEST FOR QUOTATION:**

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Transportation - Division of Highways and the Division of Motor Vehicles, hereinafter referred to as WVDOT, to establish multiple contracts for transcription and/or court reporting services. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	COST OF ORIGINAL TRANSCRIPT	0.00000	EA	\$3.00	\$3.00

Comm Code	Manufacturer	Specification	Model #
82111604			

**Extended Description:**  
COST OF ORIGINAL TRANSCRIPT

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	COST OF ADDITIONAL CONDENSED TRANSCRIPT INCLUDING INDEX	0.00000	PAGE	\$0.30	\$0.30

Comm Code	Manufacturer	Specification	Model #
82111604			

**Extended Description:**  
COST OF ADDITIONAL CONDENSED TRANSCRIPT INCLUDING INDEX

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	COST TO EXPEDITE TRANSCRIPT	0.00000	PAGE	\$3.50	\$3.50

Comm Code	Manufacturer	Specification	Model #
82111604			

**Extended Description:**  
COST TO EXPEDITE TRANSCRIPT

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	APPEARANCE FEE	0.00000	EA	\$100	\$100

Comm Code	Manufacturer	Specification	Model #
82111604			

**Extended Description:**  
APPEARANCE FEE

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	OVERNIGHT ORIGINAL	0.00000	EA	\$4.00	\$4.00

Comm Code	Manufacturer	Specification	Model #
82111604			

**Extended Description:**  
OVERNIGHT ORIGINAL

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	POSTAGE OR HAND DELIVERY	0.00000	EA	\$5.00	\$5.00

Comm Code	Manufacturer	Specification	Model #
82111604			

**Extended Description:**  
POSTAGE OR HAND DELIVERY

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Tech Questions due by 10:00am	2026-02-19

	Document Phase	Document Description	Page
DOT2600000063	Final	Transcription & Court Reporting Services - 8226A001A	5

**ADDITIONAL TERMS AND CONDITIONS**

See attached document(s) for additional Terms and Conditions

**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.

(Printed Name and Title) Jennifer Conroy - Owner

(Address) 14245 S. 48th Street, Suite 119, Phoenix, Arizona 85044

(Phone Number) / (Fax Number) Phone: 480-228-9617/Fax: 520-843-2225

(email address) jconroy@conroytranscriptionservices.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through *wvOASIS*, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.

*By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.*

Conroy Transcription Services, LLC  
\_\_\_\_\_  
(Company)

*Jennifer Conroy*  
\_\_\_\_\_  
(Signature of Authorized Representative)  
Jennifer Conroy - Owner

\_\_\_\_\_  
(Printed Name and Title of Authorized Representative) (Date)  
Phone: 480-228-9617/Fax: 520-843-2225

\_\_\_\_\_  
(Phone Number) (Fax Number)  
jconroy@conroytranscriptionservices.com

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

# Conroy Transcription Services Organizational Chart & Staffing Model

Government Proposal Submission  
All Services Performed by U.S.-Based Personnel  
No Offshore Outsourcing and No AI-Only Transcription

<b>Owner / Managing Director (U.S.-Based Employee) Overall Contract Accountability</b>
<b>Operations Manager Day-to-Day Oversight and Client Coordination</b>
<b>Quality Assurance Manager Human QA Review and Compliance</b>
<b>Lead Editors Complex and Priority Review</b>
<b>Transcription/Court Reporting Staff Transcription/Court Reporting Performed by Human Personnel</b>
<b>Administrative &amp; Support Staff Secure Intake, Tracking, and Delivery</b>

**Staffing and Compliance Statement:**

Conroy Transcription Services utilizes a controlled staffing model consisting exclusively of U.S.-based employees and approved U.S.-based subcontractors. No transcription work is outsourced overseas. All deliverables are produced by live humans and reviewed by qualified editors.

