



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 1

List View

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 2029895

Procurement Type: Central Master Agreement

Vendor ID:

Legal Name: COGENT INFOTECH CORPORATION

Alias/DBA:

Total Bid: \$1.00

Response Date:

Response Time:

Responded By User ID:

First Name:

Last Name:

Email:

Phone:

SO Doc Code: CRFQ

SO Dept: 0613

SO Doc ID: VNF2700000001

Published Date: 8/19/26

Close Date: 8/26/26

Close Time: 13:30

Status: Closed

Solicitation Description:

Total of Header Attachments: 1

Total of All Attachments: 1



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

State of West Virginia
Solicitation Response

Proc Folder: 2029895
Solicitation Description: Direct Care Staffing Services
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2026-08-26 13:30	SR 0613 ESR08262600000001400	1

VENDOR
000000174943
COGENT INFOTECH CORPORATION

Solicitation Number: CRFQ 0613 VNF2700000001
Total Bid: 1
Response Date: 2026-08-26
Response Time: 10:13:09
Comments:

FOR INFORMATION CONTACT THE BUYER
Jessica L Riley
304-558-0246
jessica.l.riley@wv.gov

Vendor
Signature X **FEIN#** **DATE**

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	Direct Care Staffing Services				1.00

Comm Code	Manufacturer	Specification	Model #
85101601			

Commodity Line Comments:

Extended Description:

Open-end contract for Direct Care Staffing Services



CMMI ML 3 APPRAISED



Capital Region
Minority Supplier
Development Council

Centralized Request for Quote Numner& Title:
CRQM-0613-VNF2700000001
Direct Care Staffing Services

Due Date & Time:
08-26-2026, 13:30 EST



Proposed to:
Bid Clerk
Department of Administration
Purchasing Division
2019 Washington ST Echarleston WV 25305, US



Proposed By:

Justin Acord, Executive Vice President

📍 1035 Boyce Road, Suite 108, Pittsburgh, PA 15241

✉ Govt-Bids@coagentinfo.com | ☎ (412) 889-7700

🌐 **Website:** www.coagentinfo.com



TABLE OF CONTENTS

Tab 1 – Signed Solicitation / CRFQ	3
Tab 2 – Addendum Acknowledgement	6
Tab 3 – Vendor Qualifications & 12-Month Experience Evidence	10
Tab 4 – Shift Coverage Plan.....	13
Tab 5 – Recruiting Plan	15
OUR SOURCING METHODOLOGY	15
OUR SCREENING PROCEDURE	16
OUR BACKGROUND CHECKS PROCESS	19
OUR INTERVIEW PROCESS.....	20
ON-BOARDING & ORIENTATION PROCESS	20
Tab 6 – Contract & Emergency Contact Information	21
Tab 7 – Pricing	22

Tab 1 – Signed Solicitation / CRFQ



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

Proc Folder: 2029895			Reason for Modification:
Doc Description: Direct Care Staffing Services			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-08-05	2026-08-20 13:30	CRFQ 0613 VNF2700000001	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: 000000174943
Vendor Name : Cogent Infotech Corporation
Address : 1035 Boyce Road
Street : Suite 108
City : Pittsburgh
State : PA **Country :** USA **Zip :** 15241
Principal Contact : Justin Acord (Executive Vice President)
Vendor Contact Phone: (412) 889-7700 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Jessica L Riley
304-558-0246
jessica.l.riley@wv.gov

Vendor
Signature X



FEIN# 32-0083904

DATE 08/25/2026

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

ADDITIONAL INFORMATION

Addendum No. 1 is issued for the following:

1. Responses to vendor questions attached. See Attachment A.
- 2 To modify bid opening date and time to 08/26/2026 at 13:30 (1:30PM EST)

No other changes

The West Virginia Purchasing Division, is soliciting bids on behalf of the WV Veterans Nursing Facility, to establish an open-end contract for Direct Care Staffing Services to include RN's LPN's and HSW's per the attached specifications, pricing pages and documentation.

INVOICE TO				SHIP TO			
DIVISION OF VETERANS AFFAIRS 1 FREEDOMS WAY				VETERAN'S NURSING FACILITY 1 FREEDOMS WAY			
CLARKSBURG		WV		CLARKSBURG		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Direct Care Staffing Services				

Comm Code	Manufacturer	Specification	Model #
85101601			

Extended Description:

Open-end contract for Direct Care Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Technical Questions Deadline: 08/12/2026 at 10:00AM	2026-08-12

	Document Phase	Document Description	Page 3
VNF2700000001	Final	Direct Care Staffing Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

Tab 2 – Addendum Acknowledgement

	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
---	---	--

Proc Folder: 2029895 Doc Description: Direct Care Staffing Services			Reason for Modification: Addendum No. 1 To Extend Bid Opening To Publish TQ&A
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-08-19	2026-08-26 13:30	CRFQ 0613 VNF2700000001	2

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

VENDOR
Vendor Customer Code: 000000174943 Vendor Name : Cogent Infotech Corporation Address : 1035 Boyce Road Street : Suite 108 City : Pittsburgh State : PA Country : USA Zip : 15241 Principal Contact : Justin Acord (Executive Vice President) Vendor Contact Phone: (412) 889-7700 Extension:

FOR INFORMATION CONTACT THE BUYER Jessica L Riley 304-558-0246 jessica.l.riley@wv.gov		
Vendor Signature X 	FEIN# 32-0083904	DATE 08/25/2026

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

ADDITIONAL INFORMATION

Addendum No. 1 is issued for the following:

1. Responses to vendor questions attached. See Attachment A.
- 2 To modify bid opening date and time to 08/26/2026 at 13:30 (1:30PM EST)

No other changes

The West Virginia Purchasing Division, is soliciting bids on behalf of the WV Veterans Nursing Facility, to establish an open-end contract for Direct Care Staffing Services to include RN's LPN's and HSW's per the attached specifications, pricing pages and documentation.

INVOICE TO				SHIP TO			
DIVISION OF VETERANS AFFAIRS 1 FREEDOMS WAY				VETERAN'S NURSING FACILITY 1 FREEDOMS WAY			
CLARKSBURG		WV		CLARKSBURG		WV	
US				US			

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Direct Care Staffing Services				

Comm Code	Manufacturer	Specification	Model #
85101601			

Extended Description:

Open-end contract for Direct Care Staffing Services

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Technical Questions Deadline: 08/12/2026 at 10:00AM	2026-08-12

SOLICITATION NUMBER: CRFQ VNF2700000001

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

Applicable Addendum Category:

- ☒ | Modify bid opening date and time
- ☐ | Modify specifications of product or service being sought
- ☒ | Attachment of vendor questions and responses
- ☐ | Attachment of pre-bid sign-in sheet
- ☐ | Correction of error
- ☐ | Other

Description of Modification to Solicitation:

To publish vendor question and answers.

To modify and extend the bid opening date and time to 08/26/2026 13:30 (1:30 PM EST)

No other changes

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: CRFQ VNF27000000C

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. 6 |
| ☐ Addendum No. 2 | ☐ Addendum No. 7 |
| ☐ Addendum No. 3 | ☐ Addendum No. 8 |
| ☐ Addendum No. 4 | ☐ Addendum No. 9 |
| ☐ Addendum No. 5 | ☐ 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.

Cogent Infotech Corporation

Company



Authorized Signature

8/25/2026

Date

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

Revised 6/8/2012

Tab 3 – Vendor Qualifications & 12-Month Experience Evidence
Experience with Similar Healthcare Organizations

The table below highlights recent staffing engagements demonstrating Cogent's ability to recruit and deploy qualified healthcare professionals.

Client Organization	Role Provided	Start Date	End Date
CalOptima Health	Medical Case Manager	02-24-2025	15-08-2025
CalOptima Health	Medical Case Manager	02-03-2025	01-08-2025
CalOptima Health	Medical Case Manager	01-06-2025	14-01-2025
CalOptima Health	Medical Case Manager	12-26-2024	21-02-2025
CalOptima Health	Medical Case Manager	12-19-2024	09-05-2025
CalOptima Health	Medical Authorization Assistant	11-12-2024	09-05-2025
CareMount Medical	Endoscopy Technician	02-17-2025	15-05-2025
CareMount Medical	Certified Medical Assistant	01-13-2025	13-01-2025
CareMount Medical	Endoscopy Technician	01-13-2025	17-01-2025
CareMount Medical	X-Ray Technologist	01-02-2025	14-03-2025
CareMount Medical	Certified Medical Assistant	11-11-2024	24-01-2025
CareMount Medical	Practice Assistant	09-27-2024	28-03-2025
Oklahoma University Health	Central Sterile Technician (Certified)	08-25-2025	Ongoing
Oklahoma University Health	Respiratory Care Practitioner (RRT)	05-19-2025	Ongoing
Oklahoma University Health	Central Sterile Technician (Certified)	04-16-2025	06-06-2025
Stafferlink	Certified Nursing Assistant	04-30-2025	01-06-2025
State of Hawaii	HBD Project Coordinator	07-16-2025	Ongoing
State of Hawaii	Clinical Registered Nurse	01-23-2025	16-04-2025
State of Hawaii	Clinical Registered Nurse	10-31-2024	03-04-2025
State of Hawaii	Clinical Registered Nurse	10-23-2024	01-11-2024
University of Rochester Medical Center (URMC)	RN – Med Surg Float	01-06-2025	08-01-2025

Our Similar Contracts

Client	Services Provided	Key Positions Filled	Contract Duration
Adams-Arapahoe School District 28J, CO	Special Education and Special Service Provider	Speech Language Pathologist, Speech Language Pathologist Assistant (SLPA), Licensed Practical Nurse (LPN), School Social Workers	Feb 2026 – Ongoing
University Medical Center of Southern Nevada	Professional Placement Services	Admitting Nurse, Advanced Respiratory Care Practitioner, Advanced Practice Registered Nurse, Assistant Controller	Nov 2025 – Present
Allegheny County – Pennsylvania	Temporary Nurse Staffing and Related Services	Registered Nurses (RN), Licensed Practical Nurses (LPN), Certified Nursing Assistants (CNA), Assistant Director of Nursing (ADON), Pharmacy Technicians, Mental Health Specialists, Substance Use Counselors, Medical Assistants, RN Supervisors (RCCs), and Psych Aides.	May 2025 - Present
State of Missouri	Public Health Staff Augmentation	Registered Nurse (RN), Licensed Practical Nurse (LPN), Certified Nursing Assistant (CNA), Physical Therapists & PTAs, Speech and Language Pathologists, Licensed Physical Therapist	Apr 2025 – Present

The Rhode Island Department of Administration Division of Human Resources	Executive Recruitment Firm Services	Executive Recruitment services for Health Care support	Apr 2025 – Present
The State of Oklahoma	Temporary Employment Services	Paraeducators, Special Education Teachers, Social Workers, Behavior Analysts (BCBA), Registered Behavior Technicians (RBT)	Apr 2025 – Present
Cooperative Educational Services – New Mexico	Temporary Employment and Recruitment Services	Nursing Services (Nurses, Nurse Aids, etc.).	Feb 2025 - Present
University Hospital- New Jersey	Search Services	Care Coordination, Director of Care Coordination, Infection Control Preventionist, Manager of Social Work Services, Social Worker –MSW)	Feb 2025 - Present
State of Kansas	Temporary Medical Staffing	Registered Nurse (RN), Licensed Practical Nurse (LPN), Certified Nursing Assistant (CNA), Occupational Therapists & COTAs, Special Education Teachers	June 2024 - Present
Kansas Department of Administration	Temporary Medical Services	Registered Nurse (RN), Licensed Practical Nurse (LPN), Certified Nursing Assistant (CNA)	June 2024 - Present
State of South Carolina	Healthcare Staffing	Healthcare Administrators, Nurses, Certified Occupational Therapy Assistants	Sep 2024 - Ongoing
Arkansas Department of Finance & Admin	Public Health Staffing	Physicians (MD/DO), Nurse Practitioners (NP), Physician Assistants (PA), Registered Nurses (RN), Licensed Practical Nurses (LPN), Certified Nursing Assistants (CNA), Public Health Experts	Oct 2024 - Ongoing
Office of Mental Health, NY	Mental Health Staffing	Psychiatrists, Social Workers, Mental Health Nurses, Paraeducators, Special Education Teachers, School Psychologists, Behavior Analysts (BCBA), Registered Behavior Technicians (RBT)	May 2023 - Ongoing
South Carolina Department of HHS	Medicaid Enterprise System (MES) Support	Mental Health Tech, Psychiatrist, Cardiovascular Tech	Aug 2022 - Present
City of Albuquerque	Temporary Medical Staffing Services	Registered Nurse (RN), Licensed Practical Nurse (LPN), Certified Nursing Assistant (CNA)	June 2022 - Present
State of Delaware	Temporary Medical Staffing Services	Physicians, Nurses, Medical Technicians	Dec 2022 - Present
University Hospital – Newark	Executive & Healthcare Search Services	CNA, NP, LPN, RN, Midwife, Dialysis Technician, Medical Transcriptionist	Feb 2022 - Present
Washington Health Benefit Exchange	Healthcare Staffing	Physicians, Nurses, Medical Technicians	Jan 2022 - Ongoing
CalOptima Health	Healthcare Administration Support	Clinical Data Analysts, Health Information Managers	Oct 2022 - Ongoing
State of Colorado Public Health	Public Health Staffing	Public Health Nurses, Laboratory Technicians	Jul 2022 - Ongoing
Maryland HBX	Healthcare & Benefits Exchange Support	Clinical Data Analysts, Health Information Managers	Jul 2022 - Ongoing
Blue Cross Blue Shield Association	Healthcare Staffing Services	Physicians, Nurses, Medical Technicians	Sep 2021 - Ongoing
Fulton County Board of Health	Public Health Staffing	Community Health Nurses, Infection Control Specialists, Disease Surveillance Analysts, Public Health Program Coordinators, Environmental Health Officers	Jan 2021 - Ongoing

Kern Health System	Healthcare Support Services	Healthcare Administrators, Medical Assistants, Clinical Coordinators, Patient Services Managers	Mar 2021 - Ongoing
Purdue Pharma L.P.	Pharmaceutical Staffing	Pharmaceutical Scientists, Laboratory Specialists, Drug Development Specialists, Clinical Trials Coordinators	Jan 2021 - Ongoing
Harris County Hospital District	Hospital Staffing	Registered Nurses, Medical Assistants	Sep 2021 - Ongoing
HCA Healthcare	Temporary Medical Staffing	RNs, LPNs, LVNs, Nurse Practitioners	Jan 2021 - Ongoing
MHMR - Tarrant County	Temporary Healthcare Staffing	LVNs, RNs, APRNs, Medical Assistants	Aug 2021 - Present
Healthcare & Family Services - IL	Healthcare Staffing Services	Registered Nurses, Physicians, CNAs	Jan 2021 - Ongoing
Waukesha Memorial Hospital	Hospital Staffing	Registered Nurses, Medical Technicians	Mar 2021 - Ongoing
Brookwood Baptist Medical Center	Hospital Staffing	Registered Nurses, Medical Technicians	Jan 2021 - Ongoing
New York Health and Hospital Corporation	Temporary Clinical & Non-Clinical Staffing	RNs, CNAs, Patient Care Associate, Phlebotomist, Laboratory Assistant	Sept 2020 - Present
University of California San Francisco	Healthcare Staffing	Regulatory Compliance Experts, QA Analysts, Paraeducators, Special Education Teachers, Speech and Language Pathologists, Occupational Therapists & COTAs, Social Workers	June 2019 - Ongoing
North Carolina Dept. of Medicaid & Medicare (MMIS)	Temporary Healthcare Services	Healthcare Technicians, LPNs, RNs, Social Worker, Physician	Apr 2018 - Mar 2019
AMN Healthcare	Temporary Healthcare Staffing	RNs, LPNs, LVNs, Physical Therapist, EKG Technician, Nurse Practitioners	Sept 2018 - Aug 2023
Creehan & Company	Healthcare IT Consulting	IT & Data Analysts, Compliance Specialists	Ongoing

Tab 4 – Shift Coverage Plan

Cogent Infotech Corporation ("Cogent") submits the following Shift Coverage Plan in response to RFP Section 3.6.1, which requires Vendors to document their plan for coverage of all shifts requested, including weekends, holidays, call-offs, and vacations, for Registered Nurse (RN), Licensed Practical Nurse (LPN), and Health Service Worker (HSW) positions at the WV Veterans Nursing Facility ("the Facility").

1. Overall Coverage Approach

Cogent will maintain a dedicated, credentialed pool of RN, LPN, and HSW staff assigned to the WVVNF account, sized and rotated to meet the Facility's routine, weekend, holiday, and PRN ("as needed") staffing needs across all three disciplines. Cogent's healthcare staffing operation is supported by A.R.I.A, Cogent's smart healthcare recruitment platform, and a pool of vetted healthcare talent, including registry staff, which Cogent will draw on to build and continuously refresh a Clarksburg, WV-area bench dedicated to this account.

Position Title	# of talent available
LPA	190
RN	170
HSW/CNA	120

Cogent will be accessible twenty-four (24) hours a day, seven (7) days a week, including holidays and weekends, to respond to staffing issues, emergency requests, and complaints, consistent with the Facility's requirement for round-the-clock vendor accessibility.

2. Routine Shift Coverage

- Cogent will accept and respond to Requests for Bids covering hourly, daily, weekly, monthly, and annual staffing needs, including PRN (as-needed) requests.
- Requested staff will be sourced first from Cogent's dedicated WVVNF bench of pre-cleared, pre-oriented RN, LPN, and HSW staff, to minimize onboarding delay and maximize familiarity with Facility policies, procedures, and residents.
- If a request cannot be met from the dedicated bench, Cogent will expand sourcing through its broader regional and national healthcare candidate network (including registry staff) to identify additional qualified, licensed candidates.
- All staff proposed for assignment will meet the credentialing requirements of RFP Sections 4.5 through 4.9 (WV Cares background check, twelve-panel drug screen, current license/certification, CPR card, WV Food Handlers Card, immunization records, orientation, and Alzheimer's training) prior to placement at the Facility.

3. Weekend Coverage

Cogent understands "Weekend" to mean Saturday and Sunday for day shift, and Friday and Saturday for night shift, and that the Work Week runs Saturday 12:01 a.m. through the following Friday at midnight.

- Cogent will build a monthly weekend rotation schedule for its assigned WVVNF staff, consistent with the Facility's expectation that Agency Staff work two (2) full weekend shifts, one (1) Friday day shift, and one (1) Sunday night shift per month.
- Cogent's Account Manager will coordinate the rotation directly with the Facility's scheduling staff, since WVVNF Facility Staff perform the actual scheduling of Cogent's vendor staff.
- Should a Cogent staff member call off or be unable to work a scheduled weekend day, that individual will be scheduled to work an additional weekend day on the next rotation, consistent with the Facility's make-up policy.

4. Holiday and Important-Date Coverage

Cogent will build and distribute rotation schedules covering both paid Holidays and other Important Dates:

- Holidays – New Year's Day, Memorial Day, Independence Day, Veterans Day, Thanksgiving Day, and Christmas Day (full 8-hour shift at 2x the regular rate), plus Christmas Eve and New Year's Eve (4-hour shift at 1.5x the regular rate).
- Other Important Dates – Easter Sunday, Mother's Day, Father's Day, Christmas Eve, New Year's Eve, Halloween, Labor Day, and Black Friday (1.5x the regular rate for up to 8 hours).
- Cogent will provide its Holiday rotation schedule to assigned staff at time of hire and its Important Date rotation schedule at least one month prior to each date, and will advise staff in writing that they may not call off the day before or the day after a paid Holiday or Important Date without risking forfeiture of that premium pay, consistent with Sections 4.31.1 and 4.32.1.

- Should an assigned staff member call off or be unable to work a scheduled Holiday, that individual will be scheduled to work the next available Holiday, consistent with the Facility's make-up policy. (§ 4.14.6)

5. Call-Off and No-Call/No-Show Contingency

- Advance notice requirement: Cogent will require its assigned staff to call off directly to the Facility (speaking with the RN Supervisor) and to Cogent at least two (2) hours prior to a scheduled shift; voicemails will not be accepted as compliant notice. (§ 4.24)
- Immediate backfill: Upon receiving a call-off, Cogent's on-call coordinator will immediately work to fill the shift with another qualified, credentialed staff member from the dedicated WVNF bench or broader registry pool. (§ 4.17)
- No Call/No Show: Cogent will treat any staff member who fails to report for a scheduled shift and fails to call off at least two hours in advance as subject to removal from the Facility roster, consistent with the Facility's policy that such individuals may be told not to return. (§ 4.14.1)
- Excessive absenteeism: Cogent will track call-offs per staff member and will require a written doctor's excuse for any absence after a third call-off within a rolling 12-month period, and will remove from the account any staff member who fails to comply. (§ 4.14.2)
- Missed mandatory meetings: Cogent will track attendance at mandatory Facility meetings and in-services and will address staff who miss two or more in a rolling 12-month period, consistent with the Facility's policy. (§ 4.14.4)
- Escalation: Repeated or unresolved coverage gaps for a given shift will be escalated within Cogent from the on-call coordinator to the assigned Account Manager and, if unresolved, to Cogent's Contract Manager, to ensure the Facility has a single, accountable point of contact at every stage.

6. Vacation and Planned Absence Coverage

- Cogent will require assigned staff to submit planned time-off requests as far in advance as possible so that replacement coverage can be sourced proactively rather than reactively.
- Planned absences will be filled from the same dedicated bench and rotation model used for routine shift coverage, prioritizing staff already oriented to the Facility to preserve continuity of care.
- Because all vendor staff are required to work a minimum of one shift every three (3) days within a thirty (30) day period to remain PRN-eligible, Cogent's bench is structured to remain continuously "warm" — oriented, current on credentials, and available — rather than requiring re-onboarding after a gap in scheduling. (§ 4.28)

7. Bench Strength and Redundancy

- Cogent will maintain bench depth in excess of the Facility's estimated hours shown on Exhibit A for each discipline (RN, LPN, HSW), so that routine attrition, call-offs, and seasonal illness do not leave a single point of failure for any given shift.
- Cogent will not schedule any individual staff member in a manner that would violate the Facility's policy against contract staff working in multiple healthcare facilities during the same time period in the event of a declared pandemic. (§ 4.13)
- Cogent will maintain a current list of all Nursing Staff actively employed at the Facility, including names and phone numbers, and will keep it updated at all times as required. (§ 4.20)

8. Points of Contact for Coverage Issues

Role	Responsibility	Contact
Contract Manager	Overall contract accountability; escalation point for unresolved coverage issues	Justin Acord– (412) 889-7700– Govt-Bids@cogentinfo.com
On-Call Coordinator (24/7)	First point of contact for call-offs, no-shows, and shift emergencies outside normal business hours	[Cogent to designate a named on-call coordinator and dedicated after-hours phone line before submission]
Account/Office Manager	Day-to-day scheduling coordination with WVNF Facility Staff; rotation-schedule distribution	[Cogent to designate before submission — left blank on Exhibit A Pricing Pages]

Tab 5 – Recruiting Plan

Our Sourcing Methodology

We strongly believe in combining technology and the “human touch” for our sourcing and recruiting activities. This strategy affords the company to Personalize. Differentiate and effectively network with its prospective hires. The diagrams below represents our sources and tools of finding the best talent in the market for recruiting State’s needs.



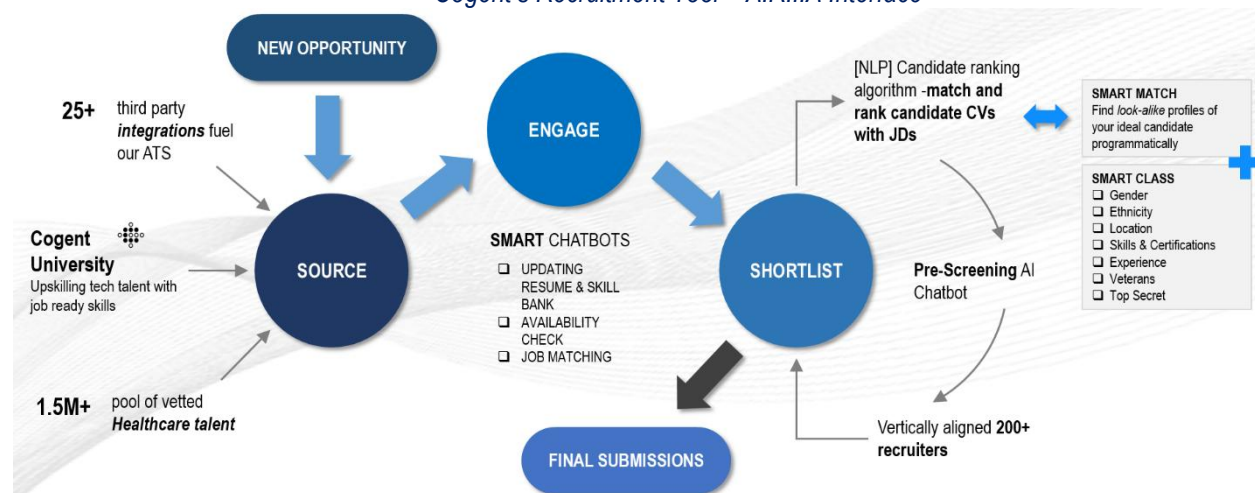
We strongly believe in combining technology and the "human touch" for our sourcing and recruiting activities. This strategy affords the company to Personalize, Differentiate and effectively Network with its prospective hires. Following are our sources of our candidates:

- **Cogent's Talent Pool:** Our ATS system currently comprises an ever-growing database of about 1K resumes of highly qualified CAN, RN's, HSW/CNA available in the United States. There is a dedicated team of recruiting professionals whose sole task is to constantly keep adding to this database.

Position Title	# of talent available Wyoming
LPN	190
RN's	220
HSW/CNA	120

- **Cogent's Smart Recruitment Tool – A.R.I.A:** ARIA, Cogent's state-of-the-art smart healthcare recruitment tool associate with various job board providing Healthcare resources (**Vivian Health, Healthcare eCarrers, JAMA Career Center, Nurse.com, PracticeLink, MedJobCafe**), leverages advanced collective intelligence algorithms to transform the recruitment process. With over 25 third-party integrations, our talent pool exceeds **2 million**, enriched by top technical talent. ARIA ranks candidates by job fit, identifying top talent within **24 hours**, and supporting diversity initiatives. Our **200 recruiters** ensure the best candidates are vetted and submitted efficiently, leveraging ARIA's intelligent automation.

Cogent's Recruitment Tool – A.R.I.A Interface



- **Job Boards and Career Sites:** Our recruiters utilize sites such as **Vivian Health, Healthcare eCarrers, JAMA Career Center, Nurse.com, PracticeLink, MedJobCafe** to find Healthcare candidates who are not on our internal tracking system.

- **Social media/Company Website:** LinkedIn is one of the most popular recruiting tools for our recruiters where they search Healthcare candidates based on their work history, job title, or college. Apart from this our recruiters also utilize various other sources of social media namely Facebook, twitter etc. On our company website we advertise the company's open roles and build employer brand.
- **JobDiva:** We currently use JobDiva to maintain a pool of Healthcare candidates from all across the United States and it has **2M+** prescreened candidates. We create a unique entry for each newfound Healthcare candidate on our system highlighting their resumes and skills within Job-Diva. Once we receive a requirement from State, we use key strings to filter out the most suited candidate profiles through the system. JobDiva also allows us the option to track the work of candidates on a project, which gives us the ability to generate and provide data such as timesheets, invoices, reports, etc., on an as needed basis for State.
- **Employee Referrals:** We consider employee referrals to be strong Healthcare candidates as this allows our recruiters to save a lot of time hunting down qualified Healthcare candidates.
- **Fulfilling Sourcing Requirements:** Our recruiters are trained to stay up to date with the latest technologies available in the market to handle clients' fluctuating staffing requirements. To ensure the same, our recruiters review/ attend/ analyze the events/ entities below. This process has resulted in successful and smooth delivery of services to the client involving the use of new technologies.
 - **Networking Events:** We consider industry networking events as the best way to make connections, for both recruiters and Nursing Staff. Our recruiters attend specific industry or event related opportunities to network with active job seekers, and identify Healthcare candidates who are strongly engaged for future hiring purposes.
 - **Industry Reports:** Our recruiters draw from the data that is constantly being collected within the same industry. They examine industry reports available in the market (ex. LinkedIn's Global Recruiting Trends Report) to analyze which healthcare requirement are trending and available in a particular region of the world.

Our Screening Procedure

Upon receipt of requests for medical staff, Cogent's Recruitment Manager and Account Manager analyze the requirement and develop a needs assessment to be distributed to the Active and Passive Healthcare Recruiters. Our recruiters will primarily reach out to the sources listed below to find the right match to the requisition raised apart from the existing pipeline, if needed. This helps us save time and evaluate more Nursing Staff for the same opening.

We have a thorough screening process that delivers quality and properly credentialed Nursing Staffs perfectly suited to meet the needs of State. Our talent pool database consists of Nursing Staff across the United States and has a separate database of the local resources in the State of Wyoming, each evaluated vigorously for their medical expertise, soft skills, and domain knowledge. Our recruitment team conducts Phone Interviews, HR Interviews, On-line Tests, Reference checks, and background checks including criminal background checks and drug tests, to ensure that the resource is a perfect match for the State requirements.

Our screening process will include the following steps:

1. **Resume Evaluation:** Our recruiters screen and evaluate the resume to check resume organization, employment details, experience, and education details.

 Resume Evaluation	Resume Organization: Information flow, logical chronology of the professional experience, resume presentation.
	Employment Details: Current job, length of projects, gaps in employments.
	Experience: Previous projects responsibilities, skills, industry, domain and environment.
	Education Details: Required Degrees, Certifications, Licenses and Trainings.

2. **Interview by Recruiters:** To ensure the quality of the Nursing Staff, our expert recruiters short-list qualified resumes matching the Skill Matrix developed by the Recruitment Manager as per the client requirement and Must Have Framework. To shortlist potential Nursing Staff, our recruiters evaluate each Nursing Staff through a thorough interview process; with a job position-specific questionnaire; their relevant experience, a review of the Nursing Staff's work history, aptitude and behavioral skills, and competency tests appropriate for the job role.

Must Have Framework	Current and Preferred Location	☒	☒
	Employment History	☒	☒
	Most Recent Experience	☒	☒

Similar roles/projects	☒	☐
Availability for work	☒	☐
Education, Certifications and Training	☒	☐
Pay Rate / Salary Expectations and Discussion	☒	☐
How their current and previous work experiences line up with our client's primary needs?	☒	☐
Are the resume credentials correct?	☒	☐
Is the Nursing Staff interested in this job opportunity?	☒	☐
Do they understand the job description?	☒	☐
Is Nursing Staff local or ready to relocate?	☒	☐
Asks the Nursing Staff for references	☒	☐

3. **Technical Screening by SMEs / On-line Test:** At this stage, the SMEs conduct the second level of resume screening and Nursing Staff assessment by conducting various **online assessments using tools like Relias, Healthcare Staffing Hire, Vervoe, SHL, Testlify** etc. based on the nature of the job and the client's requirements. The Nursing Staff are asked a series of situational questions to gauge their critical thinking skills based on the skill matrix, job-skills test, medical-skills test, cognitive test, and with the help of questionnaires. Our SMEs conduct video interviews with potential Nursing Staff. Depending upon the interview passing score, the Nursing Staff qualifies for the next level of screening. What our SMEs evaluate in each qualified Nursing Staff:

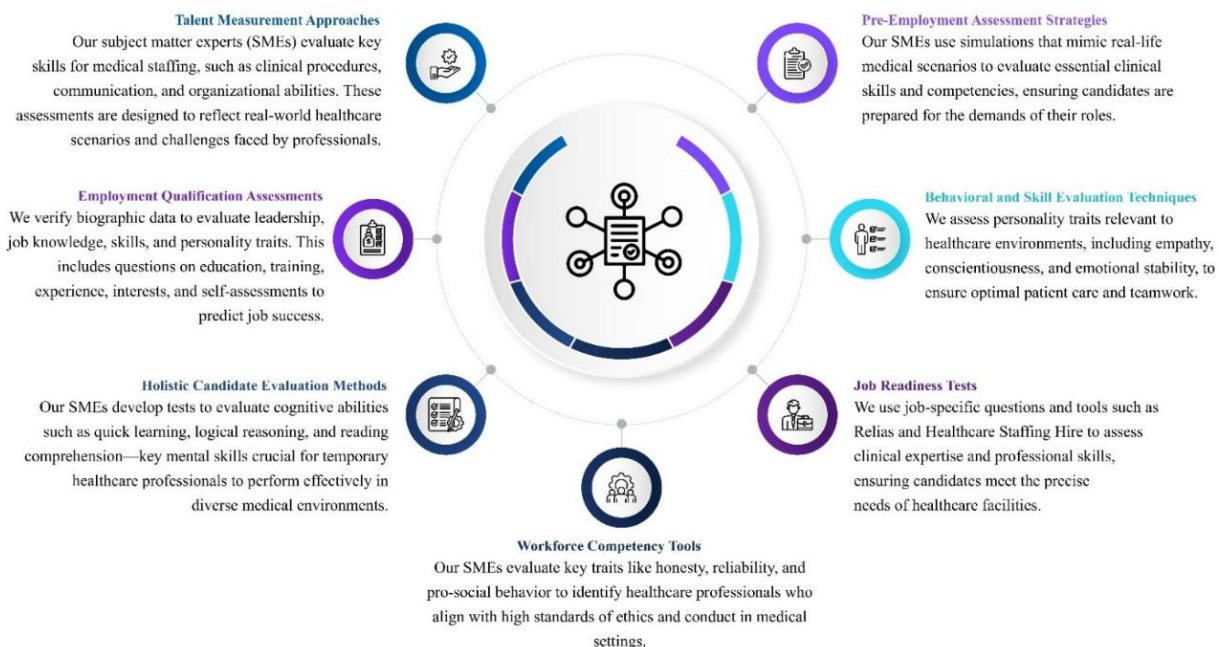


Image: Technical Screening

4. **Interview by Account Manager:** In this round of screening, our Account Manager interviews the potential Nursing Staff and evaluates communication skills, interpersonal skills, work ethics, adaptability, teamwork ability, and ensures the resource is committed to accepting the opportunity with the client. We would make sure that the following expectations are communicated to the resource:

- Compensation offered
- Work hours and any weekend or off-hours requirement
- Duration of the project
- Onsite/offsite
- Dress code (if any)
- Location and travel (if any) requirements

5. **Professional Reference Check:** We carry out a thorough reference check for every Nursing Staff that is submitted for client consideration. We ask the Nursing Staff to provide 3-5 references from their previous organizations and our Recruitment Manager contacts the references to gather insight into the Nursing Staff.

 cogent infotech
 Cogent Infotech Corporation
Professional Reference Check Form

Candidate's Name: _____
 Organization: _____
 Reference Name: _____
 Reference Title: _____ Relationship to Candidate: _____
 Phone/Email: _____ Date: _____
 Dates of Employment: From _____ To _____

What was the nature of the candidate's job?

Reason for Leaving: ☐ Voluntary ☐ Involuntary

Explanation:

Please rank the candidate based on the following areas:

Responds to Supervision	Poor	Fair	Good	Excellent	N/A
Attendance/Punctuality	Poor	Fair	Good	Excellent	N/A
Dependability	Poor	Fair	Good	Excellent	N/A
Assumes Responsibility	Poor	Fair	Good	Excellent	N/A
Follows Instructions	Poor	Fair	Good	Excellent	N/A
Quality of Work	Poor	Fair	Good	Excellent	N/A
Quantity of Work	Poor	Fair	Good	Excellent	N/A

Were there any disciplinary actions? Please explain:

Were there any performance issues? Please explain:

If given the opportunity, would you re-employ this individual? ☐ Yes ☐ No

Any Additional Comments?

6. Our Testing Process: Specific skills assessment is vital for effective applicant screening. With Cogent's commitment to place the most qualified employees, we have invested in an innovative on-line skills assessment program. Our assessment program expands our evaluation capabilities. The program evaluates applicants from a "Basic" to an "Expert" level of proficiency and features over 800 validated skills assessments, 500 of which are software tests. The available modules are regularly updated, so our assessment capabilities remain current with technology.

This program gives the power to identify and select the most qualified employees to join our team of exceptional people. Many assessment systems focus on only one dimension of applicants, such as integrity, skills, or personality. The approach utilized in the program is to measure the strengths and limitations of each applicant based on a variety of key dimensions including personality, thinking ability, prior experience, skill sets, and situational judgment.

SKILL BASED ASSESSMENTS

We check for below mentioned traits while evaluating a Nursing Staff based on skills.

- Relevant job experience
- Skills and ability to perform the tasks
- Ability and competency levels
- Specific hard skills needed to perform the job

BEHAVIOURAL ASSESSMENTS

We check for below mentioned traits while evaluating a Nursing Staff based on behaviour.

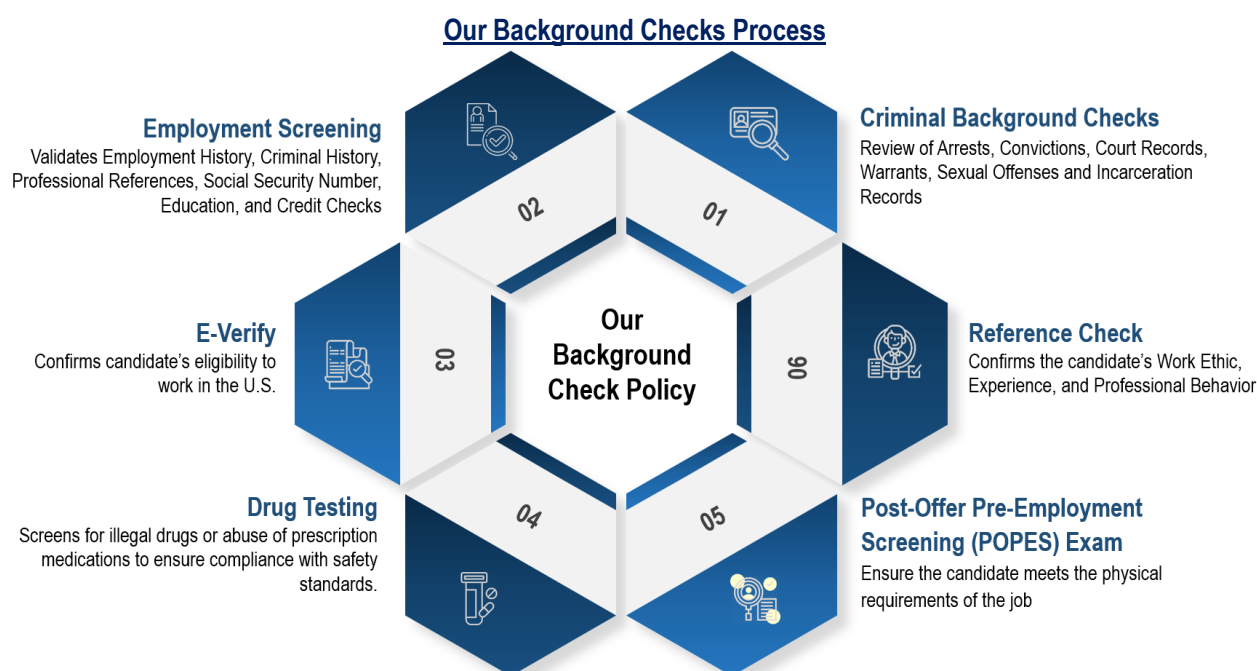
- Personality
- Team Orientation
- Judgement Focused
- Customer Focused
- Reliability
- Culture Fit
- Motivation
- Predicting the likelihood of Nursing Staff

Assessments specific to nursing/medical include:

Test Name	Test Description
Nursing - HIPAA	This test assesses examinees understanding of national standard to protect the privacy of personal health information as specified in the US Health Insurance Portability and Accountability Act (HIPAA).
Nursing - Medication Scenarios	This test measures examinees' ability to perform standard calculations required for the directed administration of medications, as well as knowledge of safe and effective medication procedures.
Nursing - Critical Care Scenarios	These two tests measure how successfully examinees can apply critical care nursing knowledge and skills across a variety of disciplines including cardio-vascular, respiratory, neurological, abdominal, renal, endocrine, and hematologic systems.

Nursing - Labor and Delivery	This test assesses examinees' knowledge of labor and delivery nursing, including Apgar scores, fetal positioning, labor stages, newborn norms and disorders, diagnostics, and delivery and post-delivery procedures.
Nursing - Certified Nurse Assistant (CNA)	This test assesses understanding and application of core resident care principles including how to recognize physical issues, how to attend to residents, and how to maintain CNA certification.
Nursing - Licensed Practical Nurse (LPN)	This test assesses understanding and application of core resident care principles including how to recognize physical issues, how to attend to residents, and how to maintain LPN certification.
Nursing - Medical Surgical	This test assesses examinees' knowledge of medical surgical nursing, including patient assessment, a full range of systems disorders, and pediatric, cancer, perioperative and geriatric nursing.
Nursing - Critical Care	This test assesses examinees' knowledge of critical care nursing, including cardio-vascular, respiratory, neurological, abdominal, renal, endocrine, and hematologic systems, shock, legal/ethical issues, caring practice, diversity, and collaboration.
Nursing - Emergency	This test assesses examinees' knowledge of emergency nursing, including triage, patient assessment, a full range of systems disorders, transfer/transport, disaster, legal/ethical issues, research and education.
Nursing - Neonatal ICU	This test assesses examinees' knowledge of neonatal intensive care nursing, including fetal and extrauterine assessment and development, a full range of neonatal systems disorders, nutrition and feeding, and genetic and legal/ethical issues.
Nursing - Osteoporosis Terminology	This test measure knowledge of key terminology in the areas of Treatment, Diagnosis, and Bone Structure.
Nursing – Radiology	This test assess examinees' knowledge of clinical radiology, including chest, abdominal, spinal and limb radiographs, non-traumatic skeletal, and CT head scan radiographs, and radiographic diagnostics.

Customized evaluation groups are also available. Cogent will work with the State to determine which assessments are best to administer, based on open positions. We define the minimum passing score for each, ensuring that all Healthcare Staffing are the best possible fit for the job. The customized battery of evaluations can then be included as part of the ongoing screening process for the customer.



Prior to sending an employee to work for the State's account management team, in conjunction with the appropriate State representative(s), will evaluate what pre-employment background screening will be utilized. To assure that Cogent's clients efficiently work with the best Nursing Staff, Cogent utilizes a third party, to conduct extensive pre-employment screening which includes a thorough criminal background checks. There are following background check we do, depending on the client's requirements:

Our Interview Process

Cogent conducts detailed telephone interviews with prospective Healthcare candidates to gain a full understanding of their skills, experiences and aspirations; if they match client's requirements we will fully brief them about the role, client and project. Cogent presents pre-screened Healthcare candidates to client in the format which the client chooses, which can be through online Applicant Tracking System (ATS) or emailed in a certain format. Referring to the previous point, we never submit the resume of an applicant who has not been briefed about the role, client and project. Once client reviews the profiles submitted and selects the Healthcare candidates, Cogent coordinates the interview process for client. It includes but not limited to arranging telephone/skype, in-person interviews and facilitating remote technical assessment where required. Cogent also proactively coordinate the process of collecting and disseminating post-interview feedback from both Healthcare candidates and interviewers.

Once we receive green flag from the client we perform multiple other checks as requested by the client, which may include but not limited to E-verification, Drug Test, Finger Printing and Background Verification (i.e. SSN validation, federal criminal, criminal felony & misdemeanor, employee credit, national Sex offender registry & Widescreen Plus). If a Nursing Staff has an alias name, we conduct the other 3 checks again under the alias name. We also conduct illegal substance testing in the US for all confirmed Nursing Staff.

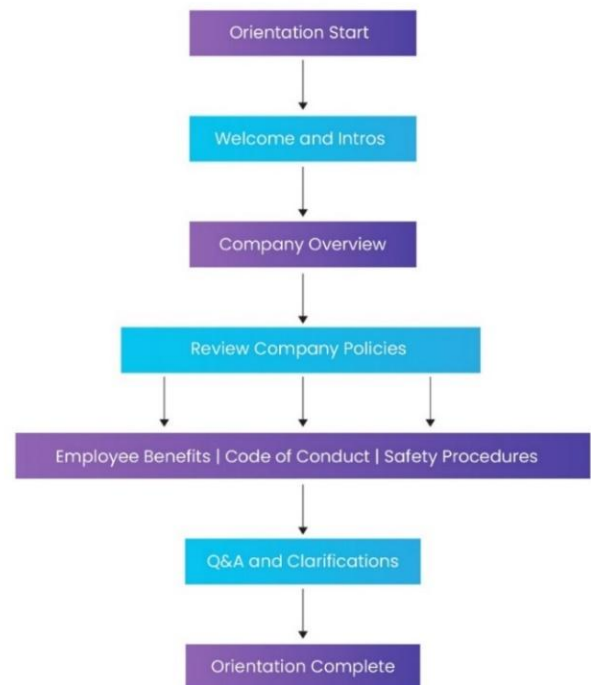
On-Boarding & Orientation Process

Once the negotiation phase is over, we move on with the Nursing Staff on boarding process. This involves all the necessary documentation and steps involved in preparing the Nursing Staff to commence work as well as ensure that they assimilate well into the client premises on the first day and beyond. On boarding documentation which we take care of are Letter of Offer, Tax File Declaration Form, employee superannuation form etc.

When new staff joins the project, the Account Manager provides an orientation to the project. The orientation discusses the following topics:

- Background of the project.
- Status of the project.
- Specific job duties and expectations.
- Introduction to the staff and consultants.
- Overview of the facility and infrastructure.
- Project processes overview, including time reporting, attendance, and status meetings.
- Review of confidentiality and conflict of interest.

Provided at the right is a flowchart which depicts major areas of discussion during the orientation.



1. Welcome and Introductions: The session starts with a warm welcome to new employees and introductions among the attendees.

2. Company Overview: An overview of the company's history, mission, values, and organizational structure is provided.

3. Review Company Policies: This section covers various company policies, including employee benefits, the code of conduct, and safety procedures.

a. Employee Benefits: Details about the benefits package offered by the company, such as healthcare, retirement plans, and vacation policies.

b. Code of Conduct: Explanation of the expected behavior and ethical standards for employees.

c. Safety Procedures: Discussion on workplace safety measures and protocols to ensure a safe working environment.

4. Q&A and Clarifications: Attendees are given the opportunity to ask questions and seek clarification on any topics discussed during the orientation.

5. Orientation Complete: The orientation session concludes, and attendees are ready to begin their roles with a better understanding of the company and its policies.

Tab 6 – Contract & Emergency Contact Information

- 11.2. Emergency Contact:** Vendors must designate and maintain an emergency contact responsible for any staffing issues that may arise outside of normal business hours. The emergency contact number must be answered or responded to within 2 hours on any given day or time, including weekends or holidays. Vendors shall supply its emergency contact information upon request.

Contract Manager: Justin Acord (Contract Manager)

Office Manager: _____

Cell Number: 412-889-7700

Fax Number: _____

Email Address: Govt-Bids@cogentinfo.com

Tab 7 – Pricing

Exhibit A - Pricing Page
Direct Care Staffing Services
Registered Nurse (RN)

for the time period of:
September 14, 2026 through September 13, 2027

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	1,950	\$70.00	\$ 136,500.00 -
2	Weekend Regular Rate	750	\$78.00	\$ 58500 -
			Grand Total	\$ 195,000.00 -

*Estimated number of hours is not guaranteed. There may be multiple awards and estimated hours may be dispersed amongst multiple vendors. See the Specifications for additional information.

• Actual number of hours needed will be sent separately, to lowest bidder first, then next lowest, etc. C

• Vendor must complete, sign and return this Pricing Page.

• Pertinent Pricing information:

- Shift Differential - see Section 2.22 (extra \$1 per hour worked between 3:00 p.m. and 7:00 a.m)
- Weekend - see Section 2.26 (hours between Saturday at 12:01 a.m. and Sunday at midnight)
- Work Week - see Section 2.27 (the 7 day period beginning Saturday at 12:01 a.m. and ending the following Friday at midnight)
- Vendor Accessibility - see Section 3.2 (Vendor shall be accessible 24/7, including weekends and holidays)
- Multiple Awards - see Section 4.1
- Staff qualifications - see Section 4 (entire section)
- Unpaid staff training - see Section 4.10.2 (if staff does not work after training, the time in training will not be paid)
- Holiday Pay - see Section 4.30 (will be 2 times the regular rate for up to 8 hours)
- Other Important Dates - see Section 4.32 (will be 1.5 times the regular rate for up to 8 hours)
- Overtime - see Section 4.34 (paid at 1.5 times the regular rate only after 40 hours worked in a work week)

Vendor Information			
Vendor:	Cogent Infotech Corporation	*Printed Name	Justin Acord
Address:	1035 Boyce Road, Suite 108, Pittsburgh, PA 15241	Title	Executive Vice President
		*Signature	
Office Phone:	(412) 889-7700	*I hereby certify I am authorized by the Vendor to sign this document.	
Cell Phone			
Fax	412-774-1515	Email:	Govt-Bids@cogentinfo.com

Exhibit A - Pricing Page Direct Care Staffing Services

Licensed Practical Nurse (LPN)

for the time period of:
September 14, 2026 through September 13, 2027

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	5,500	\$55.00	\$ 302,500.00 -
2	Weekend Regular Rate	2,250	\$62.00	\$ 139,500.00 -
			Grand Total	\$ 442,000.00 -

*Estimated number of hours is not guaranteed. There may be multiple awards and estimated hours may be dispersed amongst multiple vendors. See the Specifications for additional information.

- Actual number of hours needed will be sent separately, to lowest bidder first, then next lowest, etc.
- Vendor must complete, sign and return this Pricing Page.
- Pertinent Pricing information:
 - Shift Differential - see Section 2.22 (extra \$1 per hour worked between 3:00 p.m. and 7:00 a.m.)
 - Weekend - see Section 2.26 (hours between Saturday at 12:01 a.m. and Sunday at midnight)
 - Work Week - see Section 2.27 (the 7 day period beginning Saturday at 12:01 a.m. and ending the following Friday at midnight)
 - Vendor Accessibility - see Section 3.2 (Vendor shall be accessible 24/7, including weekends and holidays)
 - Multiple Awards - see Section 4.1
 - Staff qualifications - see Section 4 (entire section)
 - Unpaid staff training - see Section 4.10.2 (if staff does not work after training, the time in training will not be paid)
 - Holiday Pay - see Section 4.30 (will be 2 times the regular rate for up to 8 hours)
 - Other Important Dates - see Section 4.32 (will be 1.5 times the regular rate for up to 8 hours)
 - Overtime - see Section 4.34 (paid at 1.5 times the regular rate only after 40 hours worked in a work week)

Vendor Information	
Vendor: <u>Cogent Infotech Corporation</u>	*Printed Name <u>Justin Acord</u>
Address: <u>1035 Boyce Road, Suite 108, Pittsburgh, PA 15241</u>	Title <u>Executive Vice President</u>
	*Signature 
Office Phone: <u>(412) 889-7700</u>	*I hereby certify I am authorized by the Vendor to sign this document.
Cell Phone _____	
Fax <u>412-774-1515</u>	Email: <u>Govt-Bids@cogentinfo.com</u>

Exhibit A - Pricing Page
Direct Care Staffing Services
Health Service Worker (HSW)

for the time period of:
September 14, 2026 through September 13, 2027

Item No.	Description Of Services	Estimated Hours*	Hourly Rate	Subtotal
1	Weekday Regular Rate	6,250	\$40.00	\$ 250,000.00 -
2	Weekend Regular Rate	2,500	\$46.00	\$ 115,000.00 -
			Grand Total	\$ 365,000.00 -

*Estimated number of hours is not guaranteed. There may be multiple awards and estimated hours may be dispersed amongst multiple vendors. See the Specifications for additional information.

- Actual number of hours needed will be sent separately, to lowest bidder first, then next lowest, etc.
- Vendor must complete, sign and return this Pricing Page.
- Pertinent Pricing information:
 - Shift Differential - see Section 2.22 (extra \$1 per hour worked between 3:00 p.m. and 7:00 a.m)
 - Weekend - see Section 2.26 (hours between Saturday at 12:01 a.m. and Sunday at midnight)
 - Work Week - see Section 2.27 (the 7 day period beginning Saturday at 12:01 a.m. and ending the following Friday at midnight)
 - Vendor Accessibility - see Section 3.2 (Vendor shall be accessible 24/7, including weekends and holidays)
 - Multiple Awards - see Section 4.1
 - Staff qualifications - see Section 4 (entire section)
 - Unpaid staff training - see Section 4.10.2 (if staff does not work after training, the time in training will not be paid)
 - Holiday Pay - see Section 4.30 (will be 2 times the regular rate for up to 8 hours)
 - Other Important Dates - see Section 4.32 (will be 1.5 times the regular rate for up to 8 hours)
 - Overtime - see Section 4.34 (paid at 1.5 times the regular rate only after 40 hours worked in a work week)

Vendor Information	
Vendor: <u>Cogent Infotech Corporation</u>	*Printed Name <u>Justin Acord</u>
Address: <u>1035 Boyce Road, Suite 108, Pittsburgh, PA 15241</u>	Title <u>Executive Vice President</u>
	*Signature 
Office Phone: <u>(412) 889-7700</u>	*I hereby certify I am authorized by the Vendor to sign this document.
Cell Phone _____	
Fax <u>412-774-1515</u>	Email: <u>Govt-Bids@cogentinfo.com</u>