

# 2018

## Invitation to Bid CSEA Process Server



Lawrence Co. Dept. of Job & Family Services  
Child Support Enforcement Agency  
1100 S 7th Street  
Ironton OH 45638

## Invitation to Bid

<b>Issue Date:</b>	November 13, 2017
<b>Title:</b>	LCDJFS Process Server ITB
<b>Description:</b>	Provision of services of process to the Lawrence County Child Support Enforcement Agency
<b>Submittal Deadline:</b>	10:00 a.m. EST December 12, 2017
<b>Submittal Address:</b>	Lawrence County Board of Commissioners Re: LCDJFS Process Server Bid 111 S 4 <sup>th</sup> Street, 3 <sup>rd</sup> Floor Ironton OH 45638
<b>Additional Assistance:</b>	Tiffany Porter Phone: 740-532-3324 ext 340 Email: Tiffany.Porter@jfs.ohio.gov

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## 1.0 INTRODUCTION

The Lawrence County Department of Job and Family Services (LCDJFS) wishes to engage the services of qualified contractors to provide Process Serving of eligible Title IV-D child support cases. Prospective contractors should have some history of successful service to other clients, preferably with experience in providing this same type of service to other government entities. The purpose of this document is to provide interested parties information, on a fair and competitive basis, but in a manner that will ensure the highest possible quality of services and to enable them to prepare and submit a written bid for services related to the service of process described herein.

## 2.0 BACKGROUND

LCDJFS is initiating this Invitation to Bid (ITB) in order to obtain the services of a contractor to provide process serving for its child support program. LCDJFS intent is to enter into a contract with the selected contractor for a term of one year. The contract awarded by the LCDJFS to the successful contractor must be approved by the Lawrence County Board of Commissioners.

In addition, this ITB specifies the need for each prospective contractor to provide background information such as experience and qualifications. Prospective contractors shall submit a written bid in accordance with the requirements set forth in this document. If a bid does not meet the specifications outlined in this ITB, the bid may be deemed non-responsive and removed from further consideration.

Furthermore, each prospective contractor must provide an email address to Tiffany.Porter@jfs.ohio.gov as soon as possible, so that LCDJFS may contact the prospective contractor if necessary to amend this ITB or for other reasons relating to this ITB. Failure to provide such an email address will preclude LCDJFS ability to contact you, but you will still be required to comply with any changes made to this ITB. LCDJFS will not be responsible for prospective contractors' failure to receive such notice.

## 2.1 INQUIRIES

Written questions concerning this ITB must be submitted and received by LCDJFS no later than 4:30 p.m. EST on December 5, 201. Written questions may be mailed to LCDJFS Attn: Tiffany Porter, 1100 S 7<sup>th</sup> Street, Ironton, Ohio 45638 or emailed to Tiffany.Porter@jfs.ohio.gov. LCDJFS will endeavor, but shall not be required to answer any such request for information. Any forthcoming answers shall be provided via email communication to all persons/firms who have received copies of this ITB.

## 2.2 CALENDAR OF EVENTS

Listed below is a schedule of dates and actions related to this ITB. The actions with specific dates must be completed as indicated unless otherwise changed by LCDJFS. A supplement will be issued in the event of a change in the schedule listed below needs to occur.

Date	Action
November 13, 2017	Invitation for Bid issued
November 19, 2017 November 26, 2017	Ironton Tribune newspaper publication
December 5, 2017	Last day for ITB questions
December 12, 2017	ITB due by 4:30 pm EST
December 19, 2017	Anticipated award date

## 3.0 SERVICES REQUIRED

Upon award of the contract, the contractor will be required to provide, but not limited to, the following services on an as-needed basis:

3.0.1 Service of process; must be appointed by the court. Serving of papers may require out-of-county travel and unusual work conditions;

3.0.2 Have at all times the equipment, licenses, applicable liability insurance, and instruments required to perform the services herein;

3.0.3 Submit a monthly invoice in the form of the JFS 07035 no later than thirty calendar days following the end of a service month. A unit of service is defined as the service of court documents, administrative papers, and other documents as directed by LCDJFS;

3.0.4 Include with each monthly invoice a monthly log that details the service of process attempts, list of names, court and/or administrative numbers, dates, and number of trips;

3.0.5 Pick-up documents on a consistent basis from the appropriate court and/or the LCDJFS;

3.0.6 Complete all required forms as set forth in the contract;

3.0.7 Meet with LCDJFS representatives as required;

3.0.8 Provide for his/her own motor vehicle including any maintenance of vehicle and automobile insurance with minimum liability coverage of \$250,000 per person, \$500,000 per accident; as well as any and all clerical, telephone, and reproduction services;

3.0.9 Shall certify that it will at all times during the existence of this IV-D contract indemnify and hold harmless the CSEA, the Ohio Department of Job & Family Services, and the Lawrence County Board of Commissioners against any and all liability, loss, damage, and/or related expenses incurred through the provision of services under this IV-D Contract;

3.0.10 Annual travel expected to be 10,000 miles and require approximately 700 hours of service.

#### 4.0 CONTENT OF BID

Each contractor must demonstrate past and present ability to fulfill the requirements established by the ITB. Each contractor is required to provide detailed information demonstrating an ability to perform the necessary services with specific reference to the activities noted above in Section 3.0 "Services Required."

The narrative part of the bid must present the following information and be organized with the following headings listed under Section 4.0 "Content of Bid." Each heading should be separated by tabs or otherwise clearly marked. Failure to do so may result in a reduced rating by the bid evaluation.

The contractor may propose to offer the requested services directly or to subcontract a portion to other providers. Contractors intending to subcontract services must indicate that intent in the bid; as well as identifying the specific subcontractor(s). Any subcontracts not identified in the bid will require the prior written approval of LCDJFS. Furthermore LCDJFS reserves the exclusive right to approve or reject any subcontracts requested by the contractor subsequent to the submission of a bid.

#### 4.1 COVER LETTER

Each bid must be accompanied by a cover letter that contains a general statement of the purpose for submission and include the following information:

4.1.1 Name, title, address, and telephone number of the person or persons authorized to represent the contractor in order to enter into negotiations with LCDJFS with respect to the ITB and any subsequent awarded contract. The cover letter shall also indicate any limitation of authority for any person named;

4.1.2 The cover letter must be signed by a representative or officer of the contractor who is authorized to bind the firm to all provisions of the ITB, any subsequent changes, and to the contract if an award is made; and

4.1.3 Transmittal letter shall also contain a statement that the bid is a firm offer for a one hundred twenty (120) day period.

## 4.2 PROFILE OF CONTRACTOR

The contractor must complete Appendix A of this ITB "Profile of Contractor."

## 4.3 QUALIFICATIONS OF THE CONTRACTOR

4.3.1 A detailed description of previous work experience in providing similar services during the past five (5) years; particularly for public agencies.

4.3.2 Completed Appendix B or a minimum of three (3) references in the same format as Appendix B.

4.3.3 The following information for all process servers performing work:

- Number of process servers
- Relevant public agency experience
- Length of tenure

4.3.4 Disclose whether the firm, or individuals within the firm, have received a suspension, revocation, or disciplinary action from any government entity, which would affect a license to perform these services.

## 4.4 SIGNATURE AFFIDAVIT

The contractor must complete Appendix C of this ITB "Certification Affidavit."

## 4.5 BID COST

The contractor must provide one bid that includes a unit rate of service for each of the following geographical areas:

4.5.1 Area 1 - within the city of Ironton, Ohio, corporation limits;

4.5.2 Area 2 - outside of the city of Ironton, Ohio, corporation limits however within Lawrence County, Ohio;

4.5.3 Area 3 - service to the following counties:

Scioto, Jackson, and Gallia counties in the state of Ohio

Greenup and Boyd counties in the state of Kentucky

Wayne and Cabell counties in the state of West Virginia;

4.5.4 Area 4 – all other counties not bordering Lawrence County, Ohio.

#### 4.6 ADDITIONAL DATA

Any other relevant information the contractor believes to be essential to assist in the evaluation of the bid shall be clearly stated in this section. If there is no additional data the contractor wishes to present, this section will consist of the statement "There is no other data to be presented."

#### 4.7 CONFIDENTIALITY AND SECURITY

Any contractor that has access to confidential information will be required to keep that information confidential. Disclosure of information to any party beyond LCDJFS personnel and court of law without the written consent of the party served is prohibited.

In the event of a material breach of contractor obligations under this section, LCDJFS may at its option terminate the contract according to provisions within the contract for termination.

#### 5.0 ADMINISTRATIVE GUIDELINES FOR SUBMITTAL

LCDJFS requires that all contractual bids adhere to the following guidelines:

##### 5.1 ACCEPTANCE OF TERMS AND CONDITIONS

The submission of a bid pursuant to this ITB shall constitute acknowledgement and acceptance of all terms and conditions set forth herein. Bids must contain the required information outlined in Section 4.0 to be deemed responsive. LCDJFS may, however, waive minor informalities and omissions in the bid if it so decides, in its sole discretion, that such informality or omission is not prejudicial to interests of LCDJFS or to fair competition. Bids shall also be unconditional; any bid that purports to impose conditions not included in this ITB may be deemed non-responsive.

5.1.1 Bids must be type-written and in English;

5.1.2 Bids should be on 8.5" x 11.5" white paper with no less than 1" margins, use standard black 12 point type font, be stapled or bound securely, and include one (1) original and two (2) copies;

5.1.3 Bids must be enclosed in a sealed envelope clearly marked with the words "LCDJFS Process Servicer Bid".

Bids must contain firm offers for all services to be performed for the duration of the proposed contract. The ITB and the resulting bids, or any part thereof, may be incorporated into and made a part of the contract. LCDJFS reserves



the right to further negotiate the terms and conditions of the contract with the selected contractor(s). If contract negotiations cannot be concluded successfully with the highest scoring contractor, LCDJFS may negotiate a contract with the next highest scoring contractor. This ITB does not commit LCDJFS to award a contract. LCDJFS also reserves the right to withdraw this ITB at any time, to reject all bids, to reject any bid for noncompliance with ITB provisions, to choose not to award a contract if such action is determined to be in the best interest of LCDJFS, and/or to waive any informality in the process when to do so is in the interest of LCDJFS.

## 5.2 WITHDRAWAL OF BID

A contractor may withdraw a submitted bid in writing at any time prior to the specified due date and time. Faxed withdrawals will be accepted. A written request to withdraw, signed by an authorized representative of the contractor, must be submitted to LCDJFS Attn: Tiffany Porter, 1100 S 7<sup>th</sup> Street, Ironton, Ohio 45638. After withdrawing a previously submitted bid, the contractor may submit another bid at any time up to the specified submission deadline. All bids submitted and not withdrawn prior to the end of the submission deadline shall be firm and may not be withdrawn after the submission deadline for a period of one hundred twenty (120) days following the deadline for submission of bids specified in this ITB.

## 5.3 COST OF ITB

The contractor understands and agrees that LCDJFS is not responsible for any costs incurred by the contractor in responding to this ITB. Contractors whom respond to this ITB, including possible attendance at a post-submission interview of contractor, are solely responsible for their own incurred expenses.

## 5.4 CONFIDENTIAL INFORMATION

All bids shall be deemed public records within the parameters of Ohio Revised Code Chapter 149. However, the contents of submitted bids to this ITB will not be deemed public records until completion of the evaluation process and thus will be treated as confidential information. If a contractor believes that the ITB requires the disclosure of technical proprietary, or trade secret information that the contractor is not willing to make public, such information should not be submitted. No part of the bid may be designated as confidential.

## 5.5 ORAL PRESENTATIONS

If requested by LCDJFS, selected contractors may be required to make oral presentations to supplement their bids. LCDJFS will make every reasonable attempt to schedule each presentation at a time and location that is agreeable to the contractor. Failure of a contractor to conduct a presentation to LCDJFS on the

date scheduled may result in rejection of the contractor's bid.

## 6.0 SUBMISSION OF BID

### 6.1 SUBMISSION DEADLINE

6.1.1 One (1) original bid and two (2) copies must be received by Lawrence County Board of Commissioners no later than December 12, 2017, 10:00 a.m. EST.

Bid shall be submitted to the following address:

Lawrence County Board of Commissioners  
RE: LCDJFS Process Server Bid  
111 S 4<sup>th</sup> Street, 3<sup>rd</sup> Floor  
Ironton OH 45638

6.1.2 The outside of the sealed envelope containing the bid must contain the following designation:

“LCDJFS Process Servicer Bid”

### 6.2 RESPONSIBILITY OF TIMELY SUBMISSION OF BID

All bids submitted will be marked with a time and date stamp. Timely submission of bid is the sole responsibility of the contractor. Late bids will not be considered for contract award. All bids hand delivered after 10:00 a.m. on the due date will be returned to the applicant. LCDJFS reserves the right to determine the timeliness of all bid submissions.

## 7.0 PROHIBITION OF COMMUNICATION DURING EVALUATION PERIOD

After the submittal of bids and continuing until a contract has been awarded, all LCDJFS personnel involved in the project will be specifically directed against holding any meetings, conferences, or technical discussions with any contractor except as provided in the ITB.

Contractors shall not inquire at any time as to the bid submission status of any and all competing contractors. Failure to comply with this requirement will automatically terminate further consideration of that contractor's bid. Furthermore the total number of submitted bids shall not be disclosed to any party by either LCDJFS or by the Lawrence County Board of Commissioners until after the bid submittal deadline has expired.

## 8.0 EVALUATION CRITERIA

### 8.1 PRELIMINARY EVALUATION

All submitted bids will be first reviewed to determine if all requirements are met and if the bid format and content meet specified requirements. Failure to meet mandatory requirements will result in the bid being rejected as non-responsive. In the event that all contractors do not meet one or more of the mandatory requirements, LCDJFS reserves the right to continue the evaluation of the bids and to select the bid which most closely meets the requirements specified in the ITB.

### 8.2 EVALUATION PROCESS

The overall bid will be scored using quantitative calculations where the most points will be awarded to the bid that provides the most value to LCDJFS. Various costing methodologies and models are available to analyze the cost information submitted and potential value to be derived to LCDJFS. LCDJFS will select one method and use it consistently throughout its evaluation.

LCDJFS reserves the right to interview or to seek additional information relating to criteria already in the ITB from any candidate after opening the bids, but before entering into a contract, to reject any bid if it deems it to be in the best interests of LCDJFS, and to award a contract to the next qualified contractor. LCDJFS reserves the right to check references identified by any contractor or associated with any previous employer of any employee of the contractor identified in the bid. In addition, LCDJFS reserves the right to award the contract based on considerations other than price.

At minimum three representatives from LCDJFS shall review all bids submitted in response to this ITB in accordance with the following criteria:

### 8.3 GENERAL QUALIFICATIONS (50% of evaluation)

8.3.1 Record of past performance of the contractor in providing similar services;

8.3.2 Relevant public agency experience of the contractor in providing similar services;

8.3.3 If the contractor is an organization whose staff will collectively fulfill the requirements, the organization should submit the qualifications of individuals that will be providing the services; and

8.3.4 Direct or related experience the contractor has that indicates success in performing the required services in an economical manner.

#### 8.4 PRICING OF SERVICES (50% of evaluation)

Cost to provide the services as detailed in this bid; one bid that includes a unit rate of successful service to each of the following geographical areas:

- 8.4.1 Area 1 - within the city of Ironton, Ohio, corporation limits;
- 8.4.2 Area 2 - outside of the city of Ironton, Ohio, corporation limits however within Lawrence County, Ohio;
- 8.4.3 Area 3 - service to the following counties:  
Scioto, Jackson, and Gallia counties in the state of Ohio  
Greenup and Boyd counties in the state of Kentucky  
Wayne and Cabell counties in the state of West Virginia;
- 8.4.4 Area 4 – any and all other counties not bordering Lawrence County, Ohio.

#### 8.5 GENERAL SCORING INFORMATION

Bids will receive scores based on a one hundred (100) point scale. A maximum of fifty (50) points will be awarded in the “General Qualifications Section” and a maximum of fifty (50) points will be awarded for the “Pricing of Services Section.”

#### 9.0 AWARD OF CONTRACT

The contractor to whom a contract is awarded shall be required to enter into a written contract with LCDJFS in the contract form provided by the Ohio Department of Job and Family Services and approved by the Lawrence County Board of Commissioners and LCDJFS. This ITB and the bid, or any part thereof, may be incorporated into and made a part of the final contract. However, LCDJFS reserves the right to further negotiate the terms and conditions of the contract with the selected contractor. The contract will, in any event, include fixed prices to be paid by LCDJFS for the contractor to perform the services as provided herein under “Services Required.” The contract will be for a period of one year beginning January 1, 2018 and ending December 31, 2018.

## APPENDIX A: PROFILE OF CONTRACTOR

Lawrence County Department of Job & Family Services

SECTION I. CONTRACTOR CONTACT INFORMATION			
Contractor Name			
Address			
Contact Name		Email	
Contact Name		Fax	

SECTION II. TYPE OF ORGANIZATION			
<input type="checkbox"/> Public	Type (County, School District, College)		
<input type="checkbox"/> Private	Type (Not-for-Profit, For Profit)		
Date Incorporated <small>(if applicable)</small>		Tax Exempt Status	

SECTION III. ORGANIZATIONAL STRUCTURE (Select One)	
<input type="checkbox"/>	Organization is independently operated (Legally unaffiliated, Do not complete Section IV)
<input type="checkbox"/>	Organization is affiliated with a parent organization (Complete Section IV)

SECTION IV. PARENT ORGANIZATION INFORMATION			
Type of Affiliation	<input type="checkbox"/> Subsidiary <input type="checkbox"/> Chapter		<input type="checkbox"/> Branch Office <input type="checkbox"/> Other (Describe)
Parent Organization			
Address			
Contact Name		Email	
Contact Name		Fax	

## APPENDIX B: REFERENCE SHEET FORMAT

Lawrence County Department of Job & Family Services

FOR CONTRACTOR: Provide organization's name, address, contact person, telephone number, and appropriate information on the services provided within the past 5 years with requirements similar to those included in this ITB.

1.) Organization Reference			
Business Name			
Address			
Contact Person		Phone	
Services Performed			

2.) Organization Reference			
Business Name			
Address			
Contact Person		Phone	
Services Performed			

3.) Organization Reference			
Business Name			
Address			
Contact Person		Phone	
Services Performed			

APPENDIX C: CERTIFICATION AFFIDAVIT

Lawrence County Department of Job & Family Services

SIGNATURE AFFIDAVIT

In signing this bid I certify that I have not either directly or indirectly entered into any agreement or participated in any collusion or otherwise taken any action in restraint of free competition, that no attempt has been made to induce any other person or firm to submit or not to submit a bid, that this bid has been independently arrived at without collusion with any other contractor, competitor, or potential competitor, that this bid has not been knowingly disclosed prior to the opening of the bids to any other contractor or competitor, and that the above statement is accurate under the penalty of perjury.

The undersigned, submitting this bid, hereby agrees with all the terms, conditions, and specifications required by LCDJFS in this Invitation for Bid, and declare that the attached bid and pricing are in conformity therein.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name (Type or Print)

\_\_\_\_\_  
Firm

\_\_\_\_\_  
Title

\_\_\_\_\_  
Address

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Phone Number

## BID REVIEW SHEET

Lawrence County Department of Job & Family Services

Company/Individual Name Reviewed: \_\_\_\_\_

Reviewer Name: \_\_\_\_\_ Date: \_\_\_\_\_

The following questions should be addressed as a guide to assist in scoring. Answers marked "NO" will not disqualify a bid; however may be taken in consideration when scoring.

POINTS	SCORE	BID	COMMENTS
Yes/No		Submitted a clear and concise cover sheet	
Yes/No		Provided the name, title, address, telephone, e-mail address, and fax number of the individual to be contacted by LCDJFS	
Yes/No		Provided 3 references that can comment on the contractor's reliability and quality of service	
Yes/No		Completed required appendixes	
Maximum = 20		Record of past performance of the contractor in providing similar services	
Maximum = 15		Relevant public agency experience of the contractor in providing similar services	
Maximum = 10		If the contractor is an organization whose staff will collectively fulfill the requirements, the organization submitted qualifications of individuals that will be providing the services	
Maximum = 5		Direct or related experience the contractor has that indicates success in performing the required services in an economical manner	
Maximum = 50		Clearly defined unit rate of service	
Maximum = 100		<b>TOTAL POINTS</b>	