

COUNTY OF ROCKLAND
Department of General Services
Purchasing Division

Contract Award Notification

Title: **Legal Process Services**

Contract Period: July 1, 2025 through June 30, 2026 w/ 4 – 1 year options

Original Date of Issue: June 25, 2025

Date of Revision:

BID No: **RFB-RC-2025-041**

Catalog: **Miscellaneous**

Authorized Users: United States Agencies, Other States & Political Subdivisions Therein,
Local Governments, School Districts & Non-Profit Agencies

Address Inquiries To:

Name: Justin Listwan
Title: Purchaser I
Phone: 845-364-3334
Fax: 845-364-3809
E-mail: listwanj@co.rockland.ny.us

Description
Legal Process Services

Contract #	Vendor Number	Contractor & Address	Telephone No.
BID 25-41	0000025128	Nationwide Court Services Inc. 761 Koehler Avenue Ronkonkoma, NY 11779 Attn: Jennie Croyle jcroyle@nationwidecourtservices.com	631/981-4400 FAX: 888-495-8049

County of Rockland CONTRACT

Dept. of General Services

Purchasing Division
50 Sanatorium Rd
Bldg A, 6th Fl, Room 609
POMONA NY 10970
www.rcpurchasing.com

Dispatch via Print

Contract ID BID 25-041		Page 1 of 5
Contract Dates 07/01/2025 to 06/30/2026		Currency USD
Legal Process Services		Contract Maximum 35,000.00
Freight Terms	Buyer Email listwanj@co.rockland.ny.us	
Buyer Listwan, Justin	Phone 845/364-3334	Fax 845/364-3809

Supplier 0000025128
Nationwide Court Services Inc.
Jennie Croyle
761 Koehler Avenue
Ronkonkoma NY 11779

Phone 631/981-4400
Fax 631/738-2974
jcroyle@nationwidecourtservices.com

Tax Exempt? Tax Exempt ID:

Line #	Supplier Item	Item Desc	Item ID	Price	UOM
1		PROCESS SERVING-BASIC SERVICES WITHIN ROCKLAND COUNTY PER SPECIFICATIONS	96147000017	39.81000	Each
2		PROCESS SERVING-STANDARD SERVICES WITHIN ADJOINING NY COUNTIES-WESTCHESTER, PUTNAM AND ORANGE PER SPECIFICATIONS	96147000018	51.20000	Each
3		PROCESS SERVING-STANDARD BASE SERVICES WITHIN NON-ADJOINING COUNTIES IN NYS PER SPECIFICATIONS	96147000019	56.88000	Each
4		PROCESS SERVING-STANDARD BASE SERVICES WITHIN ADJOINING NJ COUNTIES - BERGEN & PASSAIC PER SPECIFICATIONS	96147000020	62.57000	Each
5		PROCESS SERVING-STANDARD BASE SERVICES WITHIN NYC COUNTIES PER SPECIFICATIONS	96147000021	58.26000	Each
6		PROCESS SERVING-STANDARD BASE SERVICE OUT OF NY STATE PER SPECIFICATIONS	96147000022	96.70000	Each
7		PROCESS SERVING-IN HAND SERVICES WITHIN ROCKLAND COUNTY PER SPECIFICATIONS	96147000023	45.50000	Each
8		PROCESS SERVING-IN HAND SERVICES WITHIN ADJOINING NY COUNTIES-WESTCHESTER, PUTNAM AND ORANGE PER SPECIFICATIONS	96147000024	56.88000	Each
9		PROCESS SERVING-IN HAND SERVICES WITHIN NON-ADJOINING COUNTIES IN NYS PER SPECIFICATIONS	96147000025	62.57000	Each
10		PROCESS SERVING-IN HAND SERVICES WITHIN ADJOINING NJ COUNTIES-BERGEN & PASSAIC PER SPECIFICATIONS	96147000026	68.26000	Each

Authorized Signature

Paul J. Brennan

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Line #	Supplier Item	Item Desc	Item ID	Price	UOM
11		PROCESS SERVING-IN HAND SERVICES WITHIN NYC COUNTIES PER SPECIFICATIONS	96147000027	65.94000	Each
12		PROCESS SERVING-IN HAND SERVICES OUT OF NY STATE PER SPECIFICATIONS	96147000028	102.39000	Each
13		PROCESS SERVING-RUSH SERVICES WITHIN ROCKLAND COUNTY PER SPECIFICATIONS	96147000029	51.20000	Each
14		PROCESS SERVING-RUSH SERVICES WITHIN ADJOINING NY COUNTIES WESTCHESTER, PUTNAM AND ORANGE PER SPECIFICATIONS	96147000030	62.57000	Each
15		PROCESS SERVING-RUSH SERVICES WITHIN NON-ADJOINING COUNTIES IN NYS PER SPECIFICATIONS	96147000031	68.26000	Each
16		PROCESS SERVING-RUSH SERVICES WITHIN ADJOINING NJ COUNTIES - BERGEN & PASSAIC PER SPECIFICATIONS	96147000032	73.94000	Each
17		PROCESS SERVING-RUSH SERVICES WITHIN NYC COUNTIES PER SPECIFICATIONS	96147000033	65.94000	Each
18		PROCESS SERVING-RUSH SERVICES OUT OF NY STATE PER SPECIFICATIONS	96147000034	108.08000	Each
19		PROCESS SERVING-RUSH IN HAND SERVICE WITHIN ROCKLAND COUNTY PER SPECIFICATIONS	96147000035	56.88000	Each
20		PROCESS SERVING-RUSH IN HAND SERVICE WITHIN ADJOINING NY COUNTIES-WESTCHESTER, PUTNAM AND ORANGE PER SPECIFICATIONS	96147000036	62.57000	Each
21		PROCESS SERVING-RUSH IN HAND SERVICE WITHIN NON-ADJOINING COUNTIES IN NYS PER SPECIFICATIONS	96147000037	68.26000	Each

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22		PROCESS SERVING-RUSH IN HAND SERVICE WITHIN WITHIN ADJOINING NJ COUNTIES-BERGEN AND PASSAIC PER SPECIFICATIONS	96147000038	73.94000	Each
23		PROCESS SERVICE-RUSH IN HAND SERVICE WITHIN NYC COUNTIES PER SPECIFICATIONS	96147000039	70.63000	Each
24		PROCESS SERVICE-RUSH IN HAND SERVICE OUT OF NY STATE PER SPECIFICATIONS	96147000040	108.08000	Each
25		PROCESS SERVING-IMMEDIATE SAME DAY SERVICES WITHIN ROCKLAND CTY PER SPECIFICATIONS	96147000041	62.57000	Each
26		PROCESS SERVING-IMMEDIATE SAME DAY SERVICES WITHIN ADJOINING NY COUNTIES-WESTCHESTER, PUTNAM AND ORANGE PER SPECIFICATIONS	96147000042	68.26000	Each
27		PROCESS SERVING-IMMEDIATE SAME DAY SERVICES WITHIN NON-ADJOINING COUNTIES IN NYS PER SPECIFICATIONS	96147000043	73.94000	Each
28		PROCESS SERVING-IMMEDIATE SAME DAY SERVICES WITHIN ADJOINING NJ COUNTIES-BERGEN & PASSAIC PER SPECIFICATIONS	96147000044	79.63000	Each
29		PROCESS SERVING-IMMEDIATE SAME DAY SERVICES WITHIN NYC COUNTIES PER SPECIFICATIONS	96147000045	72.50000	Each
30		PROCESS SERVING-IMMEDIATE SAME DAY SERVICES OUT OF NY STATE PER SPECIFICATIONS	96147000046	108.08000	Each
31		PROCESS SERVING-IMMEDIATE/SAME DAY IN HAND SERV WITHIN ROCKLAND COUNTY PER SPECIFICATIONS	96147000047	68.26000	Each

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32		PROCESS SERVING-IMMEDIATE/SAME DAY IN HAND SERV WITHIN ADJOINING NY COUNTIES-WESTCHESTER, PUTNAM AND ORANGE PER SPECIFICATIONS	96147000048	79.63000	Each
33		PROCESS SERVING-IMMEDIATE/SAME DAY IN HAND SERVICE WITHIN NON-ADJOINING COUNTIES IN NYS PER SPECIFICATIONS	96147000049	79.63000	Each
34		PROCESS SERVING-IMMEDIATE/SAME DAY IN HAND SERVICE WITHIN ADJOINING NJ COUNTIES-BERGEN & PASSAIC PER SPECIFICATIONS	96147000050	85.33000	Each
35		PROCESS SERVING-IMMEDIATE/SAME DAY IN HAND SERVICE WITHIN NYC COUNTIES PER SPECIFICATIONS	96147000051	75.00000	Each
37		PROCESS SERVING-IMMEDIATE/SAME DAY IN HAND SERVICE OUT OF NY STATE PER SPECIFICATIONS	96147000052	113.77000	Each
38		Affidavits filed in Rockland County Court - no charge for e-filing permitted	96147000053	5.68000	Each
39		RUSH Affidavits filed Rockland County Court - no charge for e-filing	96147000054	5.68000	Each
40		Handling Fee- A nominal fee in the amount of \$25.00 may be charged for an attempt of service on a bad, incorrect or changed address.	96147000055	25.00000	Each
41		Skip Trace Fee	96147000057	10.00000	Each
42		Voter Registration Search	96147000058	3.50000	Each
43		DMV Records (Driver's License & Affiliated Address)	96147000059	11.36000	Each

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Line #	Supplier Item	Item Desc	Item ID	Price	UOM
44		Social Media Search	96147000060	5.68000	Each
45		Flat fee for service at a hospital/psychiatric location which includes wait time	96147000061	50.00000	Each
46		PROCESS SERVICE-MISC. SERVICES NOT SPECIFICALLY ITEMIZED. THERE IS A 0% DISCOUNT. INCLUDE INVESTIGATIVE SERVICE.	96147000056	1.00000	Dollar

TERMS AND CONDITIONS OF RFB-RC-2025-041 INCORPORATED HEREIN BY REFERENCE.

Authorized Signature

Paul J. Brennan

COUNTY OF ROCKLAND - DGS-PURCHASING
BLDG. A., 6TH FLOOR, 50 SANATORIUM RD, POMONA, NY 10970
TELEPHONE: 845-364-3820 / TELEFAX: 845-364-3809

TITLE: Legal Process Services

RFB-RC-2025-041

PURCHASES BY OTHER

LOCAL GOVERNMENTS, SCHOOL DISTRICTS, AND NON PROFIT AGENCIES

As per the New York State General Municipal Law, all political subdivisions of New York State are allowed to make purchases through the resulting contract(s). As per Rockland County Procurement Policy, Non Profit Agencies approved to participate in New York State's Contract Extension Program are authorized to make purchases through the resulting contract(s).

1. The County of Rockland shall make all contract award information available to other political subdivisions and non profit agencies through our website: www.rcpurchasing.com
2. Any other political subdivision or Rockland County non profit agency will issue purchase orders directly to vendors within the specified contract period referencing the County's contract and shall be liable for any payments due on such purchase orders; and shall accept sole responsibility for any payment due.
3. All purchases shall be subject to audit and inspection by the other political subdivisions and Rockland County non profit agencies for which the purchase was made.
4. No officer, board or agency of a county, town, village, or school district shall make any purchase through the County when bids have been received for such purchase by such officer, board or agency, unless such purchase may be made upon the same terms, conditions and specifications at a lower price through the County.
5. All Bidders shall be on notice that as a condition of the award of a County contract, the successful bidder shall accept the award of a similar contract with any other political subdivision in New York State and Rockland County non profit agencies authorized to use New York State's contracts, if called upon to do so. A listing of approved Rockland County non profit agencies is available on the Purchasing Division's website at www.rcpurchasing.com. The County, however, will not be responsible for any debts incurred by the participants pursuant to this or any other agreement.
6. Necessary deviations from the County's specifications in the award of a participant contract, whether such deviations relate to quantities, or delivery points shall be resolved between the successful bidder and the other political subdivisions and Rockland County non profit agencies.

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TITLE: Legal Process Services

RFB-RC-2025-041

SPECIFICATIONS

1. SCOPE

- 1.1. The purpose of this Request for Bid (RFB) is to inform contractors of a potential business opportunity to provide legal process services on a statewide and out of state basis for the County of Rockland. The resulting contract will be utilized by various agencies within Rockland County. The successful bidder must possess knowledge of the applicable service of process provisions under New York Law including, but not limited to, the following: Civil Practice Law and Rules; Surrogate's Court Procedure Act; Family Court Act; Mental Hygiene Law; Social Services Law; Real Property Tax Law; and Real Property Actions and Proceedings Law; Estates, Powers and Trust Law.
- 1.2. Awarded contractor must have the capacity to personally serve multiple emergency papers in Rockland County and adjacent counties within one (1) calendar day including Saturday, if needed.
- 1.3. Awarded contractor must have the ability to serve papers in non-adjacent counties in other states with reasonable diligence.
- 1.4. Affidavits of Service must be provided promptly after service as directed by each authorizing department.
- 1.5. Awarded contractor must have the ability to verify addresses when necessary, provide Affidavits of Due Diligence when necessary and give testimony at any hearing to determine the propriety of service of process at no additional charge.
 - 1.5.1. The Department of Social Services requires an Affidavits of Due Diligence in every case.
- 1.6. Contractor must have fax and email capabilities. All costs for mailing, faxing, copying, etc. will not be reimbursed separately. These costs are considered to be included in the delivery fee rates.
- 1.7. The Contractor must bill each Department and each Division individually for the use of the services.
- 1.8. There must be only one (1) service of process charge for multiple papers delivered to the same person unless these papers require multiple affidavits, in which case, if filing the affidavits, a charge of one-half (1/2) the rate will be made for the second and each additional affidavit.
- 1.9. For each additional paper served on another party at the same address and at the same time, the service of process charge must be one-half (1/2) the rate. If serving multiple papers to each person, paragraph 1.8 will apply.
- 1.10. The County of Rockland typically spends between \$25,000.00-\$35,000.00 a year on process service. Service categories and locations vary depending on the need of the using Department.
 - 1.10.1. Service Locations include within Rockland County, outside Rockland County, within NYS and Outside of NYS. The awarded contractor may be required to provide process services nationally and must maintain nationwide affiliations.
- 1.11. Definitions for this solicitation
 - 1.11.1. **Calendar Days** - Must include Monday through Saturday only, not Sunday.

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- 1.11.2. **Process of Service Fees** – Process Service Fees must be an all-inclusive fee, per person served and not based on the number of locations visited or the number of visits to each location required for service.
- 1.11.3. **In-Hand Service** - Hand the papers to the person and keep making attempts until you find the person and serve him/her.
- 1.11.4. **Standard / Basic Service** – Must be defined as service occurring within four (4) calendar days and not more than seven (7) calendar days, including the day received. Saturday must be used for calculating days for billing. Substituted Service (i.e., suitable age and discretion) is acceptable if authorized by requesting department.
- 1.11.4.1. Standard / Basic Service must result in the actual service of the summons/petition/subpoena or in an Affidavit of Due Diligence (but only if authorized by requesting department). The County needs either an Affidavit of Service or an Affidavit of Due Diligence (if authorized by requesting department) on any and all attempts of service.
- 1.11.5. **Rush Service** – Rush Service will be service occurring within three (3) calendar days from the date of receipt. Contractor must be available to pick-up a rush service from the County office requesting the service or receive via email within a maximum of one (1) hour. Saturday must be used for calculating days for billing.
- 1.11.6. **Immediate / Same Day Service** – Immediate Same Day Service will be defined as service occurring within same calendar days including the date of receipt. Contractor must be available to pick-up an immediate/same day service from the County office requesting the service or receive via email within a maximum of one (1) hour.
- 1.11.7. **Affidavits of Due Diligence** – Affidavit of Due Diligence will be paid only when approved in advance in writing by the requesting department. To be paid, efforts to obtain good service must have been demonstrated, which include but are not limited to: multiple attempts (at different times of day), contacts with neighbors or management office (if appropriate), etc. If you determine that the person to be served does not reside at the address provided, you **MUST** contact the requesting department to obtain an updated or correct address.
- 1.11.7.1. In all cases requesting personal service in connection with a Child Support or Paternity case in the Family Court, an ORIGINAL affidavit of service or affidavit of attempted service must be forwarded to the Child Support Unit of the Rockland County Department of Social Services as soon as practicable but in no case less than five business days before the return date. If an affidavit of attempted service is provided, the affidavit must recite, in detail all attempts at service including efforts to locate the subject. It is expected that at least three efforts to serve will be made in every case, at varying times of day and days of the week, including after 6 PM.
- 1.11.8. **Handling Fee** - A nominal fee in the amount of \$25.00 may be charged for an attempt of service on a bad, incorrect or changed address. Quantities listed on the bid table for this service are based upon the annual average, however they can be greater or less than specified.
- 1.11.9. **Flat fee for service at a hospital/psychiatric facility which includes wait time** – A flat fee should be provided for any process service to be carried out at a hospital or psychiatric facility that may involve wait time for patient access.

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1.12. The quantities listed on the proposal pages are estimates only. Actual quantities may be more or less depending on the need of the County. Services will be requested via Purchase Order by the ordering Department on an as needed basis. A Department may issue a Blanket Purchase Order to be used on an as needed basis. The issuance of a Blanket Purchase Order is not a guarantee of service.

2. GENERAL REQUIREMENTS

2.1. Contractor must provide the names, addresses and contact information for at least three (3) municipalities or firms your company performed processes services for a minimum period of one year See Certificate of Experience. The information provided must be accurate and up to date.

2.2. The Contractor must be familiar with and comply with all statutory requirements for the service of papers, including any licensing, permit, and bonding requirement in the jurisdiction where the papers are to be served.

2.3. The County of Rockland reserves the right to use other local law enforcement agencies when available.

2.4. The County of Rockland also reserves the right to use other means for process serving outside the New York Metropolitan area when it can be determined it will be in the best interest of the County.

2.5. Service of papers on individuals or corporate entity must be affected within the time frame indicated for each paper or as requested by the using Department.

2.6. Affidavit of Services must be delivered back to the requesting Department by the next business day after service is completed or at least two (2) days prior to the scheduled court date for non-rush service, depending upon the needs of the requesting department. Fax/Email copies of the Affidavits may be acceptable as authorized by the using department. Affidavits must be filed with the affiliate court upon request of the department. Contractor must not charge for the e-filing of court affidavits.

2.6.1. Detailed reports must be provided to the requesting Department of its efforts and the results thereof, including Affidavits of Service.

2.6.2. In all cases requesting personal service in connection with a Child Support or Paternity case in the Family Court, see 1.11.7.1.

2.7. Contractor is subject to and must abide by the confidentiality provisions of the Social Services Law and Mental Hygiene Law of the State of New York.

2.8. Service must be made in accordance with NYS Law including Civil Practice Law and Rules.

2.9. Contractor must comply with all requirements of the NYS Court System for effectuation and proof of service.

2.10. The Contractor must supply a valid fax number and email address for the submission of service packet(s).

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2.10.1. The using Department must submit the required number of service packets to the Contractor via fax or email.

2.10.1.1. The Contractor must be responsible for all additional photocopying of service packet(s), including any summonses, description sheets, petitions, earning statements, financial affidavits, other forms or documentation included in the packet(s).

2.10.1.1.1. The contractor must not invoice separately for the cost of copying and/or cost of regular or express mail. The Contractor must be responsible for all follow-up mailings at no additional cost to the County. These charges must be inclusive in the fee schedule bid for the service categories itemized on the proposal pages.

2.10.1.1.2. The Contractor will be responsible for all postage costs related to service, including follow-up mailing. The fee charged for service of summons packets will be an all-inclusive fee, per person serviced, and not based on the number of locations required for service. Additionally, mileage will be included in the service fee charge.

2.10.1.2. Service of several different legal paper to one individual at the same time must be deemed one service. Additionally, mileage costs will be included in the service of process fee charge.

3. E-MAIL ADDRESS / EMERGENCY CONTACT INFORMATION

3.1. Contractor to include company e-mail address and indicate any web site(s) if applicable. Contractor must provide a 24 hour seven (7) day emergency contact and phone for after hours.

- 3.1.1. E-Mail _____
- 3.1.2. Web Site _____
- 3.1.3. Contact _____
- 3.1.4. Phone Number _____
- 3.1.5. Fax Number _____
- 3.1.6. Emergency Contact: _____
- 3.1.7. Emergency Contact Phone: _____

PRICING FOR SERVICE AREAS AND CATEGORIES REQUIRED

3.2. The County of Rockland is requesting Service Fee pricing to provide process service in the areas and categories listed on the cost proposal pages.

3.2.1. Bidder must enter the Service Fee pricing as detailed on the cost proposal pages.

3.2.1.1. Bidder must provide a % Discount off of current price list for standard services not specifically itemized on the cost proposal pages. If no discount is offered bidder must enter 0.

3.2.1.1.1. Discount must be added on the bid table as a whole, ie: 10% of 1000 must be entered as .10.

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3.2.1.2. Bidder must submit a current price list that will cover standard services (include investigative services & Skip Tracing) not specifically itemized on the cost proposal pages. The price list must be valid for the 1st term of this contract. Bidder may provide an updated price list upon renewal of the contract should the option year be exercised. The price must not exceed the Consumer Price Index (CPI) for the previous 12 months.

3.2.1.2.1. Should special services not specifically itemized on the proposal pages or the standard service price list be required by a requesting Department, bidder must provide a detailed scope of services and provide a written quote to the requesting Department for review and approval.

3.2.2. There will be no charge for filing affidavits via e-file with any court, should this option be available. Invoices containing fees for court filing of affidavits must provide proof of in-person filing.

3.2.2.1. E-Filing is not available yet in Family Court. A hard copy, original of Affidavits of Service or Affidavits of attempted services will be required.

- 3.3. All invoices must be in accordance with the Service Fee pricing submitted on the cost proposal pages and provide detailed description of the service provided
- 3.4. Bidder will not perform work without the receipt of an executed Purchase Order issued by the Director of Purchasing.

4. AWARD

4.1. Bid will be awarded to the lowest responsive responsible bidder meeting the stated requirements. Bidders must submit pricing for all line items to be considered for award. Bids received without all line items being completed must be removed from bid award consideration.