

COUNTY OF ROCKLAND
Department of General Services
Purchasing Division

Contract Award Notification

Title: **Legal Process Services**

Contract Period: July 1, 2026, through January 1, 2027, w/2-6 mo. options

Original Date of Issue: June 16, 2026

Date of Revision:

BID No: **RFB-RC-2026-039**

Catalog: **Miscellaneous**

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

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Description

This contract is for Legal process services.

Contract #	Vendor Number	Contractor & Address	Telephone No.
BID 26-039	0000026913	Serenity Civil Trial Prep Service 130 N Main St – Suite 207 New City, NY 10956 Contact: John Givens serenitycivil@gmail.com	845-323-4298 FAX: 845-504-0515

COUNTY OF ROCKLAND
DGS – PURCHASING DEPARTMENT
BLDG. A, 6TH FLOOR, 50 SANATORIUM ROAD
POMONA, NY 10970
TELEPHONE NO.: 845-364-3820
FAX NO.: 845-364-3809

Vendor: Serenity Civil Trial Prep

LINE NO	DESCRIPTION	ITEM NUMBER	EST QTY	UNIT	UNIT PRICE	EXTENDED PRICE
1-1	Standard Base Service within Rockland County	96147000017	5	Each	\$ 35.00	\$ 175.00
1-2	Standard Base Service within adjoining NY Counties - Westchester, Putnam and Orange County	96147000018	15	Each	\$ 68.00	\$ 1,020.00
1-3	Standard Base Service within non-adjoining Counties in NYS	96147000019	10	Each	\$ 68.00	\$ 680.00
1-4	Standard Base Service within Adjoining NJ Counties - Bergen & Passaic	96147000020	10	Each	\$ 68.00	\$ 680.00
1-5	Standard Base Service within NYC Counties	96147000021	30	Each	\$ 60.00	\$ 1,800.00
1-6	Standard Base Service out of NY State	96147000022	50	Each	\$ 85.00	\$ 4,250.00
2	Hand the papers to the person, and keep making attempts until you find the person and serve him/her					
2-1	IN HAND Service with Rockland County	96147000023	5	Each	\$ 40.00	\$ 200.00
2-2	IN HAND Service within adjoining NY Counties - Westchester, Putnam and Orange	96147000024	5	Each	\$ 50.00	\$ 250.00
2-3	IN HAND Service within non-adjoining Counties in NYS	96147000025	2	Each	\$ 55.00	\$ 110.00
2-4	IN HAND Service within Adjoining NJ Counties - Bergen & Passaic	96147000026	2	Each	\$ 60.00	\$ 120.00
2-5	IN HAND Service within NYC Counties	96147000027	2	Each	\$ 65.00	\$ 130.00
2-6	IN HAND Service out of NY State	96147000028	2	Each	\$ 90.00	\$ 180.00
3	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 will be used for calculating days for billing.					
3-1	RUSH Service within Rockland County	96147000029	2	Each	\$ 68.00	\$ 136.00
3-2	RUSH Service within adjoining NY Counties - Westchester, Putnam and Orange	96147000030	2	Each	\$ 55.00	\$ 110.00

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LINE NO	DESCRIPTION	ITEM NUMBER	EST QTY	UNIT	UNIT PRICE	EXTENDED PRICE
3-3	RUSH Service within non-adjointing Counties in NYS	96147000031	2	Each	\$ 60.00	\$ 120.00
3-4	RUSH Service within Adjoining NJ Counties - Bergen & Passaic	96147000032	2	Each	\$ 65.00	\$ 130.00
3-5	RUSH Service within NYC Counties	96147000033	2	Each	\$ 70.00	\$ 140.00
3-6	RUSH Service out of NY State	96147000034	2	Each	\$ 95.00	\$ 190.00
3-7	RUSH IN HAND Service within Rockland County	96147000035	25	Each	\$ 50.00	\$ 1,250.00
3-8	RUSH IN HAND Service within adjoining NY Counties - Westchester, Putnam and Orange	96147000036	2	Each	\$ 55.00	\$ 110.00
3-9	RUSH IN HAND Service within non-adjointing Counties in NYS	96147000037	2	Each	\$ 60.00	\$ 120.00
3-10	RUSH IN HAND Service within Adjoining NJ Counties - Bergen & Passaic	96147000038	2	Each	\$ 65.00	\$ 130.00
3-11	RUSH IN HAND Service within NYC Counties	96147000039	2	Each	\$ 70.00	\$ 140.00
3-12	RUSH IN HAND Service out of NY State	96147000040	2	Each	\$ 95.00	\$ 190.00
4	Immediate Same Day Service will be defined as service occurring within same calendar days including the date of receipt. Contractor will 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.					
4-1	IMMEDIATE / SAME DAY Service within Rockland County	96147000041	15	Each	\$ 68.00	\$ 1,020.00
4-2	IMMEDIATE / SAME DAY Service within adjoining NY Counties - Westchester, Putnam and Orange	96147000042	2	Each	\$ 68.00	\$ 136.00
4-3	IMMEDIATE / SAME DAY Service within non-adjointing Counties in NYS	96147000043	2	Each	\$ 68.00	\$ 136.00

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4-4	IMMEDIATE / SAME DAY Service within Adjoining NJ Counties - Bergen & Passaic	96147000044	2	Each	\$ 70.00	\$ 140.00
4-5	IMMEDIATE / SAME DAY Service within NYC Counties	96147000045	2	Each	\$ 70.00	\$ 140.00
4-6	IMMEDIATE / SAME DAY Service out of NY State	96147000046	2	Each	\$ 95.00	\$ 190.00
4-7	IMMEDIATE / SAME DAY IN HAND Service within Rockland County	96147000047	110	Each	\$ 60.00	\$ 6,600.00
4-8	RUSH SAME DAY IN HAND Service within adjoining NY Counties - Westchester, Putnam and Orange	96147000048	2	Each	\$ 70.00	\$ 140.00
4-9	RUSH SAME DAY IN HAND Service within non-adjoining Counties in NYS	96147000049	2	Each	\$ 70.00	\$ 140.00
4-10	RUSH SAME DAY IN HAND Service within Adjoining NJ Counties - Bergen & Passaic	96147000050	2	Each	\$ 75.00	\$ 150.00
4-11	RUSH SAME DAY IN HAND Service within NYC Counties	96147000051	2	Each	\$ 80.00	\$ 160.00
4-12	RUSH SAME DAY IN HAND Service out of NY State	96147000052	2	Each	\$ 100.00	\$ 200.00

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LINE NO	DESCRIPTION	ITEM NUMBER	EST QTY	UNIT	UNIT PRICE	EXTENDED PRICE
5	Additional Services					
5-1	Affidavits filed in Rockland County Court - no charge for e-filing permitted	96147000053	2	Each	0	0
5-2	RUSH Affidavits filed Rockland County Court - no charge for e-filing	96147000054	2	Each	0	0
5-3	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. (Quantity for evaluation purposes)	96147000055	65	Each	\$28.00	\$ 1,820.00
5-4	Skip Trace Fee	96147000057	2	Each	\$ 5.00	\$ 10.00
5-5	Voter Registration Search	96147000058	2	Each	\$ 5.00	\$ 10.00
5-6	DMV Records (Driver's License & affiliated address)	96147000059	2	Each	\$ 7.00	\$ 14.00
5-7	Social Media Search	96147000060	2	Each	\$ 5.00	\$ 10.00
5-8	Flat fee for service at a hospital/psychiatric location which includes wait time	96147000061	2	Each	\$ 68.00	\$ 136.00
5-9	Percent (%) Discount off specialized services and List Price for standard services not itemized above. Include Investigative Services. Do not include unit pricing for services itemized above. <u>If no discount is to be offered bidder shall enter 0%. Amount must be entered as a whole, i.e.: 10% of \$1,000 must be entered as .10.</u>	96147000056	1000%	Percent Discount	0	0

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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-2026-039**

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 6PM.
- 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 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.
- 4.2. The County reserves the right to award a secondary supplier for service. The secondary provider will be required ONLY when the primary provider is unable to provide required services when needed.
- 4.3. Due to the volatility of the current fuel prices this bid term will not exceed a 6-month term. Fuel prices will be reviewed a determined if any renewals will be exercised.