

**WRITTEN QUESTIONS AND ANSWERS****SP-19-0050 Process Server Services****ANSWERS ARE IN BLUE**

QUESTION NUMBER	SECTION REFERENCE	WRITTEN QUESTION & ANSWER
1	2.13	<p>There is a portion in the Damages section that says 60% success rate. Often times they will run a Lexis report and hand us the addresses sometime 4 and 5 addresses for one person.</p> <p>Am I to understand correctly that IF DHS sends me to 4 addresses for one person and we attempt all 4 finally catching the person on the 4th address that we would be dinged for this success rate?</p> <p><b>No. See IFB Sections 1.6.T, 2.5.C and D, and 2.6.D.3.</b></p>
2		<p>Is it correct that the contractor who is bidding must hold a license in every county in the region in which bidding? Or at least one person within the company?</p> <p><b>See IFB Sections 2.3.C and 2.4.P and Q (O).</b></p>
3		<p>It isn't physically or logistically possible for me to drive to Pope county from south Sebastian 3 times with significantly different times within 8 hours. I feel like I read something about contacting and connecting with other process servers in those counties but I have been strongly advised to be extremely careful who serves under my contract because of liability.</p> <p>Can you make any suggestions or advise me how to overcome this obstacle?</p> <p><b>No. See IFB Sections 1.9.A and 1.11.B.</b></p>

4		<p>The Agencies I currently serve for use Crawford, Sebastian, Logan, Franklin, and Scott. It is consist with both DHS and Child Support. I'm just curious how picking up papers, billing, and drop offs would work with the offices that are an hour-3 hours away. Insight? All sent to Drake Glover still for OCSE and turned into local offices for DHS? Billing is processed differently.</p> <p>Will offices be reconfigured to keep these counties together?</p> <p><b>No. Invoicing is not expected to change from the current processes. Also, see IFB Sections 2.3.D, 2.4.A, 2.5.B, 2.7.B, and 3.1.</b></p>
5		<p>How will monthly reports be taken? Will this be a google form or would a standard spreadsheet be supplied as a resource or will we need to create our own format for the report?</p> <p><b>See IFB Section 2.11.</b></p>
6		<p>What if I tag team with another process server in the counties in which I'm not currently licensed and the sub-contractor isn't performing at level?</p> <p>Would we have the option to find another server or automatically be dinged, damaged and in trouble? I guess this goes back to liability.</p> <p><b>Contractor is free to manage their subcontractors as needed to meet the Requirements of the IFB. Also, see IFB Sections 1.9.D, 1.11.B, 1.14.G, 2.4.G, and 2.13.</b></p>
7		<p>May I submit letters of recommendation from currently state agencies or is that considered "marketing" and unacceptable?</p> <p><b>See IFB Section 1.10.D.</b></p>
8		<p>How are you tracking if process servers have one year of service or have been actually doing a great job on the contracts previously held? I have worked incredibly hard to gain the ability to serve for these agencies. Will all that hard work be considered?</p> <p><b>See IFB Section 1.21.</b></p>

9		<p>If my bid is \$2 higher from another will I be given a chance to renegotiate or will that opportunity be over?</p> <p><b>See IFB Section 1.16</b></p>
10		<p>How do I get a total on the official bid price sheet?</p> <p><b>See IFB Section 1.10.F and G.</b></p>
11		<p>Can You email me a copy of the Prospective Contractor's Equal Opportunity Policy?</p> <p><b>No. See IFB Section 1.18.</b></p>