

State of Tennessee
Division of Underground Storage Tanks
2305 Silverdale Drive
Johnson City, TN 37601

This request for bids is to establish a three-year contract for a professional process server who will provide exceptional customer services for the Division of Underground Storage Tanks (UST) in a professional and respectful manner.

General Scope of Work:

- Affidavit form shall include the following:
 - Description of Document Served
 - UST Division Order Number
 - UST Division Facility Identification Number
 - Date Served
 - Time Served
 - Description of person accepting service
 - All service attempt documentation
 - Notary Stamped Signed & Dated
 - Promptly communicates and asks questions of UST Division representative (currently Jo McCrary) if service issues arise: Jo.McCrary@tn.gov
 - U.S. Armed Services diligence search & inquiry
 - Process server statement of eligibility to perform process server services (see example)
- Shall serve nationwide and specifically 100% of Tennessee geographically
 - Subcontractors shall maintain responsibility for tracking service, and ensure service completion
- Shall perform a minimum of three attempts before considering an order not served
- Shall provide alternative addresses of person to be served
 - Shall request permission of UST Division representative (currently Jo McCrary) for any changes of service, such as to an alternate address or additional services such as skip traces and fees for out-of-service areas (rural).

Additional Conditions:

- Shall provide outstanding customer service
 - A recent example: *“here is what we have on this assignment. The 105 Taft Dr. in Davenport, FL. was a bad address, servers email pasted below. The next address on the order 1200 S. Pine Rd. in Plantation, FL. should actually be 1200 S. Pine Island Rd. I have also attached a couple of screenshots of the building located at 1200 S. Pine Island Rd. in Plantation, FL. We will put this on hold until we know a suite number inside the huge complex or just what the next move will be.”*

Invoices shall be submitted for payment to:

Jo McCrary, Legal Assistant; Division of Underground Storage Tanks; William R. Snodgrass Tn Tower, 12th Floor, 312 Rosa L. Parks Ave., Nashville, TN 37243; Jo.McCrary@tn.gov 615-879-0963

Regional Contact for this contract:

Mark Braswell; Deputy Director of Field Office Operations; Division of Underground Storage Tanks; 2305 Silverdale Drive; Johnson City, TN 37601; (423) 621-0062 cell; Mark.Braswell@TN.Gov