

ALLEGHENY COUNTY
DEPARTMENT OF HUMAN SERVICES
PROPOSAL COVER PAGE

SOLICITATION: Process Server for the Office of Children, Youth and Families

Contact Information	
ORGANIZATION OR INDIVIDUAL: <u>CSI Corporate Security and Investigations, Inc.</u>	
AUTHORIZED REPRESENTATIVE:	
Name: Mike Paluselli	Title: Business Development Manager
ADDRESS: 3645 Brodhead Road, Monaca, PA 15061	
TELEPHONE #: 724.775.3577	FAX #: 724.775.3599
E-MAIL ADDRESS: mpaluselli@csiinvestigators.com	
WEBSITE: www.csiinvestigators.com	

Proposal Information
DATE SUBMITTED: 10.7.15
AMOUNT REQUESTED: \$30,000
*PROPOSAL ABSTRACT: To provide service of process for the Office of Children, Youth and Families.

*Please limit your response to 750 characters

Please check each of the following before submitting your Proposal:

☒ My firm is registered with the Allegheny County Department of Minority, Women and Disadvantaged Business Enterprises

☒ By submitting this proposal, I agree that, if offered a contract award, I will comply with the standard County terms and conditions for County contracts.

☒ By submitting this proposal, I agree to comply with DHS Cyber Security, EEOC/Non-Discrimination and HIPAA requirements.

☒ By submitting this proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

COUNTY OF ALLEGHENY



REQUEST FOR PROPOSAL (RFP)

SERVICE OF PROCESS

**ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES
ISSUED: AUGUST 27, 2015**

SUBMISSION DUE: OCTOBER 7, 2015

RESPONSE SUBMITTED BY:

CSI CORPORATE SECURITY AND INVESTIGATIONS



**3645 BRODHEAD ROAD
MONACA, PA 15061
724.775.3577
WWW.CSIINVESTIGATORS.COM**

Proposal Content

Executive Summary (1 page): please provide a brief summary of your Proposal

CSI Corporate Security and Investigations, Inc. currently holds a contract with the County for Service of Process. In light of the re-bid for this service, we hereby submit the following bid to continue our relationship with the County.

Proposal Narrative (4 pages maximum)

Organizational Experience (1 page maximum)

Provide an overview of your organization, the range of services offered, current contracts and geographic area covered.

Twenty seven years ago in 1988, Robert E. Meinert and Associates was established by Bob Meinert after he retired from a law enforcement and corporate security career. In 1996, law enforcement professional and academic, Louis Gentile, began operating his own investigation firm. Rather than compete against each other, they formed an alliance and merged their companies. In 2001, the two firms officially became Gentile-Meinert and Associates, Inc. The Western Pennsylvania based company became one of the most trusted regional investigative firms in the U.S.

The CSI brand emerged in 2009 when the firm envisioned making expert investigation and risk management services accessible to more organizations. Renaming the firm also demonstrated to a wider audience, plainly, CSI's core business offerings. The name change was followed by an aggressive franchising effort that grew the firm's reach nationally.

The name change was also a nod to the future. The principals will eventually retire and they did not want the firm to survive on their name recognition in perpetuity. They fully realized professional services require personal relationships to be successful. The name change signaled to clients that CSI was uniquely qualified to handle the work; presently and in the future.

Describe your organization's experience as a process server.

Process of process is a natural extension of being an investigation and risk management firm. It is a service offering that is integral to our value proposition. As such, our process servers are all experienced investigators and case managers who are capable of resolving complex cases involving the identification and location of people. Our servers include background technicians, surveillance operatives, field investigators, directors and managers. CSI possesses a depth and variety of skill sets like no other firm in the business. Additionally, a deep, specialized team that includes in-house counsel, risk management experts, former law enforcement and former military personnel support these services. All are staff members, not sub-contractors, who readily accessible and accountable to CSI standards. No other investigative firm can pull from such a breadth of talent as quickly, reliably and cost-effectively

Describe your organization's experience working with the target population (families involved with the child welfare system):

CSI Corporate Security and Investigations, Inc. currently holds a contract with the County for Service of Process. CSI also provides the County with investigation services related to finding children and families who were receiving services and whom the County has lost contact.

Approach (3 pages maximum)

1. Describe how you would utilize current staff to complete service outside of Allegheny County and/or your plan for subcontracting.

CSI is able to utilize staff to complete service in Western PA, Eastern Ohio and Northern West Virginia with the in-house staff. Service of process beyond those thresholds will be subcontracted to CSI's nationwide network of reliable and vetted vendors.

2. Describe your plan for ensuring all documents are picked up from the ALU/ALSP office within 24 hours, if the designated contact person determines they must be picked up.

Since taking on this contract, CSI has been able to accommodate rapid pick up requests from the County because of our large staff size and their positioning within Western PA. CSI will continue to meet this service requirement.

3. Describe your plan for ensuring that an initial service attempt is made within 24 hours of receiving the documents.

Since taking on this contract, CSI has been able to accommodate rapid pick up requests from the County because of our large staff size and their positioning within Western PA. CSI will continue to meet this service requirement.

4. Describe your plan for notifying the ALU/ALSP within 24 hours of the results of your service attempts and any new addresses discovered for an individual.

The process service area is designed with dedicated support staff who manage the pickup, drop off, notary service and all communication with the County. As information is developed, the dedicated support staff is charged with ensuring the County is notified of critical events. CSI will continue to meet this service requirement.

5. Describe your plan for ensuring that affidavits are returned to the ALU/ALSP no later than eight days before the given hearing.

The process service area is designed with dedicated support staff who manage the pickup, drop off, notary service and all communication with the County. As affidavits are completed, the dedicated support staff is charged with ensuring they are delivered to the County on time. CSI will continue to meet this service requirement.

6. Describe your plan for billing DHS for services and mileage.

Mileage is billed station to station. This means CSI will bill for trips from the station of origin to the destination then to the station of conclusion. It should be noted that often times the station of origin and the station of conclusion are not the same place. CSI is often able to shorten mileage given the

positioning of our personnel throughout Western PA. Further, our daily trips are often combined with other cases so mileage may not be exclusive to a case for a County. Mileage will be broken down according to the miles traveled related exclusively to the County case. If there are overlapping miles, the County mileage will be split according to the case load associated with the trip.

3. Budget and Budget Narrative (4 pages maximum)

a. Provide your proposed fee structure, ensuring that it fits within DHS's funding guidelines. If you are unable to meet DHS's needs with the estimated available funding, please provide justification for the difference.

CSI proposes the same fee structure that was put in place in July of 2015 and runs through June of 2016. That fee structure is attached under separate cover. Based on our experience thus far, this structure should work with the proposed budget and volume identified in the RFP.

b. Complete a budget narrative explaining your proposed budget.

The budget of \$30,000 for 200-250 papers per year is roughly \$120 to \$150 per paper. Given what CSI has experienced in the past year, this amount should be sufficient. Further, CSI does not expect to get all of the papers to be served as multiple vendors may be awarded the contract. CSI's rates may be higher than other vendors so it is within the County's discretion to award work based on their budgetary resources.

4. References (1 page): Include name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.

Name: Amy L. Barrette, Esq.

Organization: Fulbright & Jaworski L.L.P.

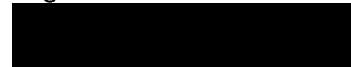


Address: 370 Southpointe Blvd., Suite 300, Canonsburg, PA 15317

Business Relationship: Client

Name: Pamela Collins, Esq.

Organization Name: Wash, Barnes, Collis, Gill & Zumpella, P.C.

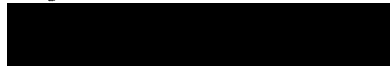


Address: The Gulf Tower, 14th Floor, 707 Grant Street, Pittsburgh, PA 15219

Business Relationship: Client

Name: Nelson B. Gaugler, Esq.

Organization Name: Snyder & Andrews



Address: 11269 Perry Highway, Suite 400, Wexford, PA 15090

Business Relationship: Client

5. Required Attachments (the following forms are available on the DHS website at <http://www.alleghenycounty.us/dhs/solicitations.aspx>)

- **Cover Page**
- **MWDBE Participation Statement form**
- **W9**
- **Vendor Creation Form**

Attached as separate documents.