



October 31, 2022

Teresa Deaton- Reese, CPPB, CPPO, Procurement Consultant
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

RE: Process Servers for Department of Child Services
502-23-73218

Ms. Deaton-Reese,

Express Legal Services, Inc. (formerly Express Process Service, Inc.) is committed to transparency and equality in the workplace. In keeping with this we are bidding a flat rate of \$50 statewide. All process servers are paid \$30 per paper served, regardless of their location and volume. This is considered a living wage, especially at this time of high inflation and gas prices, which is directly born by the process server. This creates equal opportunity and pay for those in metropolitan areas that are statistically more likely to be persons of color, minorities, or single mothers with a higher cost of living. Equal pay gives stability to them and to our business which is then transferred to our clients. Due to this practice we have minimal turnover and we are able to employ a more diverse population.

Express Legal Services, Inc. also contracts the most responsive out-of-state process servers, not the cheapest. In doing so we have established long-term relationships that result in on-time results.

Express Legal Services has been serving process since 1997. We have held the Marion County Prosecutor's Child Support Division contract 20 years, serving every county in the state and across the US. We currently serve approximately 3,300 jobs per month across Indiana and an additional 100+ across the US. We also e-file on average 12,000 envelopes per month through our API.

Christine Trehan, CEO, is a past board member for NAPPS, past Legislative Chair for NAPPS and IPA, a trained and experienced paralegal, and is extremely well versed in service of process and e-filing in Indiana. Her experience and communications with sitting judges and state legislative members makes her uniquely qualified to service this contract with efficiency and precision.

We have invested heavily in automation throughout the pandemic and have become more efficient and accurate as a result. Some of our automation includes:

- E-filing through API
- Jobs ingested into our database from the SFTP within seconds automatically
- Jobs e-filed or routed to the process server immediately upon receipt
- Copy service automatically triggers purchase of postage and mailings printed by automation
- Copy of all mailings saved to our website for review
- Automated tracking of job due dates via emails to servers and daily reports to staff

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- GPS locations and photos required from process server to close job
- Route tracking to ensure GPS locations are accurate and drive time to jobs accuracy ensuring the jobs are completed correctly (daily reports)
- Fully customizable reports for clients
- Interactive website with job status, photos of service, signed affidavits and e-filing status
- Customers may enter jobs on interactive website
- Secure online affidavit signing for process servers
- Affidavits automatically e-filed and placed on SFTP or emailed to client nightly

Of course, automation does not replace customer support. We will assign a dedicated person to your account which you can contact directly with any questions. Our staff member has experience with the Marion County Child Support contract and will be specially trained with any additional needs your office has.

We have reviewed the attached contract and accept all terms and conditions. We look forward to the opportunity to service your contract.

Sincerely,

A handwritten signature in blue ink that reads "Christine Trehan".

Christine Trehan

CEO