



Legislation Text

File #: 22-0520, **Version:** 1

PROPOSED CONTRACT

Department(s): Department of Permits, Rentals and Concessions

Vendor: Penn and Associates, Cleveland, Ohio

Request: Authorization for the Forest Preserves of Cook County (the "Forest Preserves") to enter into and execute

Good(s) or Service(s): Customer satisfaction surveys

Contract Value: \$46,375.00

Contract Period: Thirty-six (36) months from the issuance of the purchase order with one (1) 2-year optional renewal at the discretion of the General Superintendent.

Estimated Fiscal Impact: FY 2023 \$9,275.00, FY 2024 \$9,275.00, FY 2025 \$9,275.00, FY 2026 \$9,275.00 (optional), FY 2027 \$9,275.00 (optional)

Accounts: Professional Services Account 51001.520830

Contract Number(s): #74000011558 issued under RFP #22-40-409

Concurrences: The Chief Financial Officer has approved this item. Final contract is subject to legal review and approval.

The Minority- and Women-Owned Business Enterprise Ordinance is not applicable due to the contract value per year being equal to or less than \$25,000.00.

District(s): Districtwide

Summary: A Request for Proposals (RFP) was posted through the Forest Preserves website to obtain a consultant to survey patrons about their experiences holding picnics and other permitted events in the Forest Preserves. The consultant will analyze the survey responses, will identify trends, and will make recommendations to improve customer service. The Forest Preserves has been conducting these surveys for the past seven (7) years.

A selection committee determined that Penn and Associates was the most qualified of the three (3) respondents to provide these survey services. Penn and Associates was awarded the previous RFP to survey our permit patrons in 2018.