



Legislation Text

File #: 18-0200, **Version:** 1

PROPOSED CONTRACT

Department(s): Permits, Rentals, and Concessions

Vendor: Penn and Associates, Cleveland, Ohio

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

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

Contract Value: \$30,000.00

Contract period: Thirty-Six (36) months from the issuance of the Purchase Order

Estimated Fiscal Impact: FY 2018 \$10,000.00, FY 2019 \$10,000.00, FY 2020 \$10,000.00

Accounts: Professional Services Account 51001.520830

Contract Number(s): RFP 18-40-402

Concurrences:

The Chief Financial Officer and Chief Attorney have approved this item.

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 type of surveys for the past three (3) years.

A selection committee determined that Penn and Associates was the most qualified of the three (3) respondents to provide these survey services. None of the respondents were located in Cook County.