



Legislation Text

File #: 21-0141, **Version:** 1

PROPOSED CONTRACT AMENDMENT

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 extend and increase contract

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

Original Contract Period: Thirty-six (36) months from the issuance of the Purchase Order (4/24/2018 - 4/23/2021)

Proposed Contract Period Extension: 4/24/2021 - 4/23/2022; with a second one-year extension option to be exercised at the discretion of the General Superintendent.

Total Current Contract Amount Authority: \$30,000.00

Original Approval: 4/24/2018, \$30,000.00

Previous Increase(s): N/A

This Increase Requested: \$20,000.00

Estimated Fiscal Impact: FY 2021 \$10,000.00, FY 2022 \$10,000.00

Accounts: Professional Services Account 51001.520830

Contract Number(s): 18-40-402

Concurrences:

The Chief Financial Officer has approved this item. Final amendment 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: Penn and Associates has developed and issued customer service surveys on behalf of the Forest Preserves of Cook County since 2018. The surveys are delivered to all patrons who book a permit or event in the Forest Preserves, and

include questions on the booking process, cleanliness of grove spaces, interactions with permits, police and landscape maintenance staff, and other factors. The average completion rate is 15 percent. The weekly, monthly and annual survey reports are viewed by multiple departments and used to identify trends and make real-time adjustments to improve the overall customer experience in the Forest Preserves. No surveys were issued in 2020 due to the COVID-19 pandemic. In previous years, an annual survey report was delivered to the Board of Commissioners.