<u>CLERK'S CONTRACT and AGREEMENT COVER PAGE</u>

Legistar File ID#: 2012-0372 **Innoprise Contract #:** C12-0070

Year: 2012 **Amount:** $12,100.00

Department: Dev Services

Contract Type: Consulting Services

Contractors Name: Orland Park Area Chamber of Commerce

Contract Description: Business Retention Consulting Services

MAYOR
Daniel J. McLaughlin

VILLAGE CLERK
David P. Maher

14700 S. Ravinia Ave.
Orland Park, IL 60462
(708) 403-6100

www.orland-park.il.us

VILLAGE HALL

August 1, 2012

Ms. Keloryn Putnam
Orland Park Area Chamber of Commerce
8799 W. 151st Street
Orland Park, Illinois 60462

RE: ***NOTICE TO PROCEED***
Business Retention Consulting Services Contract

Dear Ms. Putnam:

This notification is to inform you that the Village of Orland Park has approved and signed the Business Retention Consulting Services Agreement, effective July 26, 2012.

Please contact Karie Friling at 708-403-6245 regarding this project.

For your records, I have enclosed one (1) original executed contract in an amount not to exceed Twelve Thousand One Hundred and No/100 ($12,100.00) Dollars. If you have any questions, please call me at 708-403-6173.

Sincerely,

Denise Domalewski

Denise Domalewski
Contract Administrator

Encl:
CC: Karie Friling

BUSINESS RETENTION CONSULTING SERVICES CONTRACT

This Business Retention Consulting Services Contract ("Contract") is made and entered into this 26th day of July, 2012, by and between the VILLAGE OF ORLAND PARK, an Illinois home rule municipal corporation, whose address is 14700 S. Ravinia Avenue, Orland Park, Illinois 60462 ("Village") and the ORLAND PARK AREA CHAMBER OF COMMERCE, an Illinois not-for-profit corporation, whose address is 8799 W. 151st Street, Orland Park, Illinois 60462 ("OPACC").

WITNESSETH:

WHEREAS, the Village wishes to supplement its economic development efforts through a business retention program; and

WHEREAS, OPACC wishes to assist the Village with its business retention efforts.

NOW, THEREFORE, in consideration of the mutual promises contained in this Contract and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties agree as follows:

1. Term: This Contract shall extend from the date of execution hereof until December 31, 2012, and may be cancelled by either party upon thirty (30) days prior written notice.

2. Renewals: This Contract may be renewed for one additional year 12 month period upon mutual written agreement of the parties.

3. Scope of Services: See Attachment A Scope of Work – Business Retention Services, incorporated herein by reference.

4. Survey Instrument: See Attachment B Orland Park Business Initiative Retention and Expansion Survey, incorporated herein by reference.

5. OPACC Obligations: OPACC shall, in addition to those obligations and duties described in Attachment A:

- Serve as a point of contact for business retention services on behalf of the Village;
- Ensure that the Village is proactively reaching out to existing businesses within the incorporated boundaries of the Village;

- Schedule and conduct a minimum of 60 business-to-business interviews of Village businesses to gain knowledge of concerns or issues of the existing business community; assist with identifying opportunities for business expansion; and gather information on suppliers or customers that may be interested in expanding in the Village; and

- Provide an annual business retention report to the Village that summarizes the outcomes and results of the program for the Contract Term. This report should be submitted to the Village no later than 60 days after the end of the Contract Term.

6. Fees and Expenses: In exchange for the services provided, the Village shall pay OPACC a fee of $110.00 for each business retention visit made on behalf of the Village in the manner provided herein. Each visit by OPACC shall be documented as outlined in Attachment A. The Village also agrees to pay an $11.00 administrative fee for each visit. The maximum total of fees and expenses due and owing OPACC by the Village shall be $12,100.00. It is agreed that a minimum of 10 visits shall be completed by OPACC each month of this Contract, and no more than 100 visits shall take place during the Contract Term.

7. Notices: Any notice required by this Contract shall be in writing and addressed to the other party at the address set forth above.

8. Entire Agreement: This Contract constitutes the entire agreement between the parties.

9. Amendments: This Contract shall not be amended or modified except in a writing signed by both parties and attached hereto.

VILLAGE OF ORLAND PARK,
an Illinois home rule municipal corporation

By: ______________________
Authorized Officer
Paul G. Grimes
Village Manager

ORLAND PARK AREA CHAMBER OF COMMERCE, an Illinois not-for-profit corporation

By: ______________________
Authorized Officer

ATTACHMENT A

SCOPE OF WORK – BUSINESS RETENTION SERVICES

In an effort to encourage the retention and expansion of existing businesses, the Village of Orland Park (VOP) has established a Business Retention & Expansion (BRE) program. One component of this program is the completion of business retention visits within the community. The intent of this program is to demonstrate the community's appreciation of its businesses and identify immediate needs, future plans, and opportunities for Orland Park to deliver programs and services identified through a BRE survey. The ultimate goal is to ensure that existing businesses thrive and remain and/or expand in Orland Park. The Orland Park Area Chamber of Commerce (OPACC) has been engaged to assist the Village of Orland Park with the administration and implementation of the BRE program.

Goals of the BRE program:

1. Introduce VOP & OPACC staff to the business community;
2. Demonstrate Orland Park's appreciation for its existing businesses;
3. Provide information about available programs and services;
4. Respond to specific requests of the business community;
5. Learn & analyze local business needs, trends and attitudes of the community through a formal survey;
6. Promote Orland Park as a good place to do business;
7. Retain jobs and tax base.

OPACC Responsibilities:

1. <u>BRE Visits</u>: The OPACC shall schedule a minimum of 60 visits with existing Orland Park businesses. The OPACC shall collaborate with the VOP on the selection of the businesses. Once the list has been agreed to, OPACC will conduct all outreach to the businesses to set the BRE visits. This outreach shall include both telephone and written confirmation of the appointment to the business. The VOP shall be provided a monthly list of appointments.
2. <u>Volunteers & Training:</u> The OPACC shall provide to the VOP a list of suggested staff and volunteers who will be trained to conduct the BRE visits. All volunteers must be pre-approved by the VOP prior to undertaking BRE visits. The VOP will assist with the training of volunteers, if requested and needed.
3. <u>BRE Survey</u>: THE OPACC will utilize the Orland Park Business Initiative survey (Attachment B) for the retention visit. The survey should be sent out in advance of the BRE visit to allow for review and completion prior to the visit. During the visit, OPACC representatives will review the survey with the business. Request for additional services or assistance from the business should be forwarded to the VOP within 14 business days. A thank you letter

should be sent to the business after the BRE visit has occurred. The completed survey should be returned to the VOP within 14 business days, along with an OPACC meeting summary. All survey information shall be kept confidential by both the OPACC and the VOP.

4. Year-end Report: The OPACC will submit a written year-end report summarizing the results of the program, including but not limited to, an analysis of impact of the program, general feedback from the business community, and recommendations for improvement or changes to the BRE program moving forward. This report should be submitted to the VOP no later than 60 days after the end of the calendar year.

ATTACHMENT B

Orland Park Business Initiative
Retention & Expansion Survey

ORLAND PARK BUSINESS INITIATIVE
RETENTION & EXPANSION SURVEY
2012

BASIC INFORMATION

1. **Date of meeting:** ____________
2. **Company name:** ____________
3. **Street address:** ____________

   ____
4. **Cook/Will County** ____________
5. **Company phone:** (__)________ **Company fax:** (__)________
6. **Company website:** ____________

PRIMARY CONTACT INFORMATION

7. **Contact first name:** ____________
8. **Contact last name:** ____________
9. **Contact title:** ____________
10. **Contact phone:** (__)____-____
11. **Contact email:** ____________
12. **Preferred method for communications:** (Select all that apply)

	Phone		Mail		Email

COMPANY INFORMATION

13. **Type of business:** (Select one)

	Accommodations/Food Service		Agribusiness
	Construction		Finance/Insurance/Real Estate
	Healthcare/Allied Services		Information/Technology
	Manufacturing		Retail Trade
	Service		Transportation/Communications/Utilities
	Wholesale Trade		Other:

14. **Description of products/services:**

____
____
____

15. **Who are your competitors?**

____
____
____

16. **What are the factors that make your company successful here?**

____
____
____

17. **Life cycle stage of firm's primary product or service:**

	Emerging		Growing
	Maturing		Declining

18. **SIC/NAICS Code:** ____________

19. **NAICS Code:** ___________

20. **What is this company's legal status?**

	Sole proprietorship		Partnership
	Corporation		Limited liability corporation (LLC)
	Employee owned (ESOP)		Non-profit
	Other		

21. **Location of company's headquarters:** (Select one)

	In state		Elsewhere in nation
	Outside USA		

22. **What year was this facility started?** ____________________ (ex. 1985)

23. **Name of parent company, if different:** ____

24. **Functions located at this facility:** (Select all that apply)

	Distribution		Engineering/RD
	Headquarters		Manufacturing
	Services		Warehousing

25. **Does this company have another U.S. location that provides a similar product/service as the local operation?**

	Yes		No

26. **Does this company have another location elsewhere in the world that provides a similar product/service as the local operation?**

	Yes		No

27. **Has the local facility changed owners in the past five years?**

	Yes		No

28. **Is an ownership change pending for this facility?**

	Yes		No

29. **Has there been a change in management in the last five years?**

	Yes		No

LOCAL WORKFORCE

30. Total number of employees at this facility: ________________

31. Historical employment trend:

	Declining		Staying the same		Increasing

32. Projected number of employees 12 months from today: ________________

33. Percent of workforce:

Skilled / Professional: ______________%
Semi-skilled: ______________%
Entry-level: ______________%
100%

34. Average hourly workforce wage: (less benefits)

Skilled / Professional: $______________
Semi-skilled: $______________
Entry-level: $______________

35. Percent of workforce who live in:

Cook county	%
Will county	%
Chicago Area	%
Other states	%
Total	***100%***

36. Do you have problems retaining employees?

	Yes		No

37. Do you have problems recruiting new employees?

	Yes		No

38. Is there a formal workforce training program in place?

	Yes		No

39. Status of union:

	Yes		No		Not applicable

40. Notes:

____
____
____

SALES

41. Annual sales at this facility: $________________
Please check if annual sales are not available ____

42. What is the projected sales growth in the next year at this facility?

	Declining		0%		1 – 9%
	10 – 24%		25 – 49%		50 – 99%
	Greater than or equal to 100%				

43. Historical sales trend at this facility:

	Declining		Staying the same		Increasing

44. Historical sales trend within the industry:

	Declining		Staying the same		Increasing

45. Notes:

____

____

____

46. Please identify the source of your sales by percentage:

Local (within 50 miles): __________%
Regional (between 51 to 250 miles): __________%
National: __________%
International: __________%
100%

47. Please identify the source of your supplies by percentage:

Local (within 50 miles): __________%
Regional (between 51 to 250 miles): __________%
National: __________%
International: __________%
100%

48. International trade status: (check all that apply)

	Import		Export
	None		Not applicable

49. Historical export sales trend:

	Declining		Staying the same
	Increasing		Not applicable

50. Notes:

____

____

____

E-COMMERCE

51. Use of Internet: (Check all that apply)

	Don't use		Email
	Website		Market Research
	Sell products/services		Buy products/services
	Exchange data internally/externally		

52. Importance of Internet for your business today:

	Not important		Somewhat important		Very important

53. What is the status of your investment in IT over the past 18 months?

	Declining		Staying the same		Increasing

54. Notes:

____

____

____

FACILITY / EQUIPMENT

55. Status of facility:

	Owned		Leased

56. If leased, lease expiration date? ______________________ *mm/dd/yyyy*

57. Condition of facility:

	Poor		Fair
	Good		Excellent

58. Condition of equipment:

	Poor		Fair
	Good		Excellent

59. Describe the operations at this site:

	One shift		Two shifts		24 hours

60. How much of this facility's space are you currently using?

	Less than 50%		51 – 75%
	76 – 90%		More than 90%

Historical investment trends over the past 18 months:

61. In the facility itself:

	Declining		Staying the same		Increasing

62. In equipment at this facility:

	Declining		Staying the same		Increasing

63. Is there room for expansion at this site:

	Yes		No

64. Are you planning to expand locally in the next 12 – 18 months?

	Yes		No

MUNICIPAL SERVICES

		POOR	FAIR	GOOD	EXCELLENT	NO OPINION	N/A
65.	Public water/sewer						
66.	Code enforcement						
67.	Building inspection/permitting						
68.	Zoning/land use						
69.	Local road network/condition						
70.	Interstate highway system/condition						
71.	Utility -- Gas						
72.	Utility -- Electricity						
73.	Phone/internet/broadband						
74.	Police protection						
75.	Fire/emergency services						
76.	Public transportation						

BUSINESS CLIMATE/ QUALITY OF LIFE

		POOR	FAIR	GOOD	EXCELLENT	NO OPINION
77.	**Workforce quality**					
78.	**Workforce availability**					
79.	**Local government**					
80.	**Local tax structure** *(village, schools, etc.)*					
81.	**County tax structure**					
82.	**State Tax structure**					
83.	**Workers compensation rates**					
84.	**Recreation** *(park system, golf, hiking, biking, etc.)*					
85.	**Arts/Culture**					
86.	**Housing**					
87.	**K-12 education**					
88.	**Colleges/universities**					
89.	**Technical training**					

90. Notes:

____

____

____

91. Please rate the local business climate:

	Poor		Fair
	Good		Excellent

92. Please compare the business climate today versus five years ago:

	Worse today		No change
	Better today		No opinion

93. Please forecast the condition of the local business climate five years from today:

	Will be worse		No change
	Will be better		No opinion

94. What do you see as Orland Park's greatest strength as a place to do business?

____

____

____

____

95. What do you see as Orland Park's greatest weakness as a place to do business?

____

____

____