

## 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. BRE Visits: 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. Volunteers & Training: 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. BRE Survey: 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 a 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.