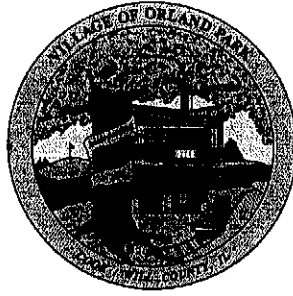


Clerk's Contract and Agreement Cover Page

Year: 2012 **Legistar File ID#:** 2011-0680
Multi Year: **Amount** \$27,350.00

Contract Type: Services
Contractor's Name: National Research Center, Inc
Contractor's AKA:
Execution Date: 12/20/2011
Termination Date: 3/21/2012
Renewal Date:
Department: Clerk's Office
Originating Person: Joe LaMargo
Contract Description: Village-Wide Survey 2012

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

TRUSTEES
Kathleen M. Fenton
Brad S. O'Halloran
James V. Dodge
Edward G. Schussler III
Patricia A. Gira
Carole Griffin Ruzich

January 10, 2012

Ms. Damema Mann
National Research Center, Inc.
Attn: The National Citizen Survey
3005 30th Street
Boulder, CO 80301

RE: *NOTICE TO PROCEED*
Village-Wide Survey 2012 – Orland Park, IL

Dear Ms. Mann:


For your records, I have enclosed one (1) original executed contract dated December 20, 2011, in an amount not to exceed Twenty Seven Thousand Three Hundred Fifty and No/100 (\$27,350.00) Dollars.

Please contact Joe LaMargo at 708-403-6151 with any issues or concerns regarding the survey.

The Village has processed Purchase Order #062672 for this contract/service and faxed this to your company. It is imperative that this number on the Purchase Order be noted on all invoices, correspondence, etc. All invoices should be sent directly to the Accounts Payable Department at 14700 S. Ravinia Ave. Orland Park, IL 60462. Also, your final invoice for this contract/service should state that it is the final invoice pertaining to that Purchase Order.

If you have any questions, please call me at 708-403-6173.

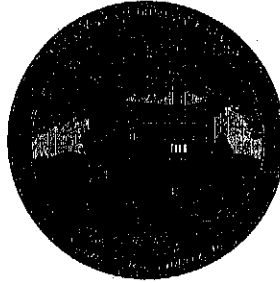
Sincerely,


Denise Domalewski
Contract Administrator

Encl:
CC: Joseph LaMargo
Chris McDonell

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

TRUSTEES
Kathleen M. Fenton
Brad S. O'Halloran
James V. Dodge
Edward G. Schussler III
Patricia A. Gira
Carole Griffin Ruzich

December 19, 2011

Ms. Damema Mann
National Research Center, Inc.
Attn: The National Citizen Survey
3005 30th Street
Boulder, CO 80301

NOTICE OF AWARD – Village-Wide Survey 2012 – Orland Park, IL

Dear Ms. Manm:

This notification is to inform you that on December 19, 2011, the Village of Orland Park Board of Trustees will approve awarding National Research Center, Inc. the contract in accordance with the proposal you submitted, as well as the options the Village has selected for a Village-Wide Survey for an amount not to exceed Twenty-Seven Thousand Three Hundred Fifty and No/100 (\$27,350.00) Dollars.

1. Enclosed is the Contract for Village-Wide Survey 2012. Please sign two (2) copies and return them both directly to me. I will obtain signatures to fully execute and date the Contract and one original executed Contract will be returned to you.
2. Also enclosed are the Certifications and Insurance Requirements. Please complete all Certifications and return them directly to me along with the signed contract.
3. Submit a Certificate of Insurance from your insurance company in accordance with all of the Insurance Requirements listed and agreed to at minimum and endorsements for a) the additional insured status, b) the waiver of subrogation for General Liability and c) the waiver of subrogation for Workers Compensation.

Deliver this information directly to me, Denise Domalewski, Contract Administrator, at Village Hall located at 14700 S. Ravinia Ave., Orland Park, IL 60462. If you have any questions, please do not hesitate to call me at 708-403-6173 or e-mail me at ddomalewski@orland-park.il.us.

Sincerely,
Denise Domalewski
Contract Administrator

cc: Joseph LaMargo

VILLAGE OF ORLAND PARK
Village-Wide Survey
(Contract for Services)

This Contract is made this **20th day of December, 2011** by and between The Village of Orland Park (hereinafter referred to as the "VILLAGE") and National Research Center, Inc. (hereinafter referred to as the "CONSULTANT").

WITNESSETH

In consideration of the promises and covenants made herein by the VILLAGE and the CONSULTANT (hereinafter referred to collectively as the "PARTIES,") the PARTIES agree as follows:

SECTION 1: THE CONTRACT DOCUMENTS: This Contract shall include the following documents (hereinafter referred to as the "CONTRACT DOCUMENTS") however this Contract takes precedence and controls over any contrary provision in any of the CONTRACT DOCUMENTS. The Contract, including the CONTRACT DOCUMENTS, expresses the entire agreement between the PARTIES and where it modifies, adds to or deletes provisions in other CONTRACT DOCUMENTS, the Contract's provisions shall prevail. Provisions in the CONTRACT DOCUMENTS unmodified by this Contract shall be in full force and effect in their unaltered condition.

- This Contract
- The Terms and Conditions
- Exhibit A – Timeline
- Exhibit B – Areas of Concentration
- Worksheet A2 – Additional Services and Pricing
- All Certifications required by the Village
- Certificates of insurance

SECTION 2: SCOPE OF THE WORK AND PAYMENT: The CONSULTANT agrees to provide labor, equipment and materials necessary to provide the services as described in the CONTRACT DOCUMENTS and further described below:

National Research Center, Inc. shall conduct a community-wide survey utilizing the National Citizen Survey (NCS) as detailed in Exhibit A – Timeline, Exhibit B – Areas of Concentration, and Worksheet A2 – Additional Services and Pricing

(hereinafter referred to as the "WORK") and the VILLAGE agrees to pay the CONSULTANT pursuant to the provisions of the Local Government Prompt Payment Act (50 ILCS 505/1 *et seq.*) the following amount for performance of the described services:

An amount not to exceed Twenty Seven Thousand Three Hundred Fifty and No/100 (\$27,350.00) where Five Thousand Nine Hundred and No/100 (\$5,900.00) Dollars is due upon contract signing and the remainder to be billed.

SECTION 3: ASSIGNMENT: CONSULTANT shall not assign the duties and obligations involved in the performance of the WORK which is the subject matter of this Contract without the written consent of the VILLAGE.

SECTION 4: TERM OF THE CONTRACT: This Contract and WORK shall commence on the date of its execution and continue expeditiously until final completion on or about March 21, 2012. This Contract shall terminate upon completion of the WORK, but may be terminated by either of the PARTIES for default upon failure to cure after ten (10) days prior written notice of said default from the aggrieved PARTY. The VILLAGE, for its convenience, may terminate this Contract with thirty (30) days prior written notice.

SECTION 5: INDEPENDENT CONTRACTOR STATUS: To the fullest extent permitted by law, CONSULTANT shall be an independent contractor hereunder and neither CONSULTANT nor anyone acting on its behalf shall be deemed an agent, employee, joint employee or servant of Village. Neither Village nor CONSULTANT shall have any right to act on behalf of or bind the other party for any purpose. CONSULTANT shall be free at all times to arrange the time and manner of performance of the Services. As an independent contractor, the mode, manner, method and means used by CONSULTANT in the performance of Services shall be of CONSULTANT's selection and under the sole control and direction of CONSULTANT. CONSULTANT shall be responsible for all risks incurred in the operation of CONSULTANT's business and shall enjoy all the benefits thereof. CONSULTANT is not obligated to perform services personally but is free to retain employees to perform services pursuant to this Agreement. CONSULTANT shall determine the time and place of the performance of its obligations pursuant to this Agreement and the attached proposal; provided however, that CONSULTANT shall achieve the results set forth in the Schedule within the time period set forth in Section 4; and provided further that if CONSULTANT determines that services should or must be performed on Village premises, Village shall not be obligated to alter its normal hours of operation. The CONSULTANT expressly acknowledges that its employees shall not be entitled to worker's compensation, vacation, health, accident or life insurance or to any pension, profit-sharing or savings plan, and the CONSULTANT agrees to indemnify and hold harmless the Village from any claim that CONSULTANT or its employee is entitled to such benefits.

SECTION 6: INDEMNIFICATION AND INSURANCE: The CONSULTANT shall indemnify and hold harmless the VILLAGE, its trustees, officers, directors, agents, employees and representatives and assigns, from lawsuits, actions, costs (including attorneys' fees), claims or liability of any character, incurred due to the alleged negligence of the CONSULTANT, brought because of any injuries or damages received or sustained by any person, persons or property on account of any act or omission, neglect or misconduct of said CONSULTANT, its officers, agents and/or employees arising out of, or in performance of any of the provisions of the CONTRACT DOCUMENTS, including any claims or amounts recovered for any infringements of patent, trademark or copyright; or from any claims or amounts arising or recovered under the "Worker's Compensation Act" or any other law, ordinance, order or decree. In connection with any such claims, lawsuits, actions or liabilities, the VILLAGE, its trustees, officers, directors, agents, employees, representatives and their assigns shall have the right to defense counsel of their choice. The CONSULTANT shall be solely liable for all costs of such defense and for all expenses, fees, judgments, settlements and all other costs arising out of such claims, lawsuits, actions or liabilities.

The CONSULTANT shall not make any settlement or compromise of a lawsuit or claim, or fail to pursue any available avenue of appeal of any adverse judgment, without the approval of the Village and any other indemnified party. The Village or any other indemnified party, in its or their sole discretion, shall have the option of being represented by its or their own counsel. If this option is exercised, then the CONSULTANT shall promptly reimburse the Village or other indemnified party, upon written demand, for any expenses, including but not limited to court costs, reasonable attorneys' and witnesses' fees and other expenses of litigation incurred by the Village or other indemnified party in connection therewith.

The indemnification obligation under this paragraph shall not be limited in any way by any limitations on the amount or type of damages, compensation or benefits payable by or for the benefit of Subcontractor or any indemnities under any Worker's Compensation Act, Occupational Disease Act, Disability Benefits Act, or any other employee benefits act. The Subcontractor further agrees to waive any and all liability limitations based upon the Worker's Compensation Act court interpretations or otherwise.

Execution of this Contract by the VILLAGE is contingent upon receipt of Insurance Certificates provided by the CONSULTANT in compliance with the CONTRACT DOCUMENTS.

SECTION 7: COMPLIANCE WITH LAWS: CONSULTANT agrees to comply with all federal, state and local laws, ordinances, statutes, rules and regulations including but not limited to the Illinois Human Rights Act as follows: CONSULTANT hereby agrees that this contract shall be performed in compliance with all requirements of the Illinois Human Rights Act, 775 ILCS 5/1-101 *et seq.*, and that the CONSULTANT and its subcontractors shall not engage in any prohibited form of discrimination in employment as defined in that Act and shall maintain a sexual harassment policy as the Act requires. The CONSULTANT shall maintain, and require that its subcontractors maintain, policies of equal employment opportunity which shall prohibit discrimination against any employee or applicant for employment on the basis of race, religion, color, sex, national origin, ancestry, citizenship status, age, marital status, physical or mental disability unrelated to the individual's ability to perform the essential functions of the job, association with a person with a disability, or unfavorable discharge from military service. CONSULTANT and all subcontractors shall comply with all requirements of the Act and of the Rules of the Illinois Department of Human Rights with regard to posting information on employees' rights under the Act. CONSULTANT and all subcontractors shall place appropriate statements identifying their companies as equal opportunity employers in all advertisements for workers to be employed in work to be performed under this contract.

The CONSULTANT shall obtain all necessary local and state licenses and/or permits that may be required for performance of the WORK and provide those licenses to the VILLAGE prior to commencement of the WORK.

SECTION 8: NOTICE: Where notice is required by the CONTRACT DOCUMENTS it shall be considered received if it is delivered in person, sent by registered United States mail, delivered by messenger or mail service with a signed receipt, sent by facsimile or e-mail with an acknowledgment of receipt, to the following:

To the VILLAGE:
Denise Domalewski
Contract Administrator
Village of Orland Park
14700 South Ravinia Avenue
Orland Park, Illinois 60462
Telephone: 708-403-6173
Facsimile: 708-403-9212
e-mail: ddomalewski@orland-park.il.us

To the CONSULTANT:
Ms. Damema Mann

National Research Center, Inc
3005 30th Street
Boulder, Colorado 80301
Telephone: 303-444-7863 x118
Facsimile: 303-444-1145
e-mail: Damema@n-r-c.com

or to such other person or persons or to such other address or addresses as may be provided by either party to the other party.

SECTION 9: STANDARD OF SERVICE: Services shall be rendered to the highest professional standards to meet or exceed those standards met by others providing the same or similar services in the Chicagoland area. Sufficient competent personnel shall be provided who with supervision shall complete the services required within the time allowed for performance. The CONSULTANT'S personnel shall, at all times present a neat appearance and shall be trained to handle all contact with Village residents or Village employees in a respectful manner. At the request of the Village Manager or a designee, the CONSULTANT shall replace any incompetent, abusive or disorderly person in its employ.

SECTION 10: PAYMENTS TO OTHER PARTIES: The CONSULTANT shall not obligate the VILLAGE to make payments to third parties or make promises or representations to third parties on behalf of the VILLAGE without prior written approval of the Village Manager or a designee.

SECTION 11: COMPANY PROPERTY: Upon expiration of this Agreement or termination for any reason, CONSULTANT will forthwith deliver and assign to the Village all the results performed by CONSULTANT pursuant to this Agreement including but not limited to all documents, records, notebooks and repositories of or containing secret, confidential or proprietary information concerning the Village or its business affairs or products, including all copies thereof in the CONSULTANT's possession, whether prepared by the CONSULTANT or others, and all other property of the Village in the CONSULTANT's possession, including keys and access or security cards providing access to Village facilities or equipment. In the absence of permission by the Village, the CONSULTANT will not at any time during the term or after termination of this Agreement reveal, divulge or make known to any person outside the Village's business organization, or use for the CONSULTANT's own account, any secret, confidential or proprietary information concerning the Village or its business, affairs or products (whether developed in whole or in part by the CONSULTANT's efforts). The CONSULTANT will at no time, either during the term or after termination of this Agreement make any use of any such information except for the benefit of the Village.

SECTION 12: COMPLIANCE: CONSULTANT shall comply with all of the requirements of the Contract Documents, including, but not limited to, the Illinois Prevailing Wage Act where applicable and all other applicable local, state and federal statutes, ordinances, codes, rules and regulations.

SECTION 13: FREEDOM OF INFORMATION ACT COMPLIANCE: The Illinois Freedom of Information Act (FOIA) has been amended and effective January 1, 2010. This amendment adds a new provision to Section 7 of the Act which applies to public records in the possession of a party with whom the Village of Orland Park has contracted. The Village of Orland Park will have only a very short period of time from receipt of a FOIA request to comply with the request, and there is a significant amount of work required to process a request including collating and reviewing the information.


The undersigned acknowledges the requirements of FOIA and agrees to comply with all requests made by the Village of Orland Park for public records (as that term is defined by Section 2(c) of FOIA) in the undersigned's possession and to provide the requested public records to the Village of Orland Park within two (2) business days of the request being made by the Village of Orland Park. The undersigned agrees to indemnify and hold harmless the Village of Orland Park from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the Village of Orland Park under this agreement.

SECTION 14: LAW AND VENUE: The laws of the State of Illinois shall govern this Contract and venue for legal disputes shall be Cook County, Illinois.

SECTION 15: MODIFICATION: This Contract may be modified only by a written amendment signed by both PARTIES.

SECTION 16: COUNTERPARTS: This Contract may be executed in two (2) or more counterparts, each of which taken together, shall constitute one and the same instrument.

This Contract shall become effective on the date first shown herein and upon execution by duly authorized agents of the parties.

FOR: THE VILLAGE
By: 
Print Name: Paul G. Grimes
Its: Village Manager
Date: 1/6/12

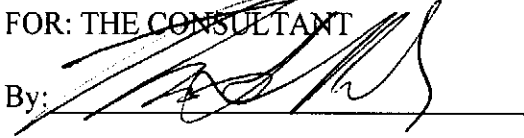
FOR: THE CONSULTANT
By: 
Print Name: Thomas I Miller
Its: President, National Research Center
Date: 12/20/2011

EXHIBIT A
Timeline for The National Citizen Survey™

Legend:
 ← Indicates when items from NRC are due to you → Indicates when items from you are due to NRC ⊙ Indicates information items

Item	Date
Preparing for the Survey	
⊙ The NCS survey process is initiated upon receipt of your enrollment form and first payment	Nov 21
← NRC emails you The NCS worksheets to customize The NCS	Nov 21
→ Due to NRC: Selection of add-on options and basic contact worksheets	Dec 5
→ Due to NRC: Drafts of the three optional custom questions to be included in the survey	Dec 5
→ Due to NRC: Information to customize The NCS survey	Dec 12
→ Due to NRC: Zip code/sampling worksheet	Dec 12
→ Due to NRC: Area Boundary files for geographic comparison areas (if the geographic crosstabulations add-on is selected)	Dec 12
→ Due to NRC: Additional payment for add-on options	Dec 19
⊙ NRC finalizes the survey instrument and mailing materials	Dec 26
⊙ NRC generates the sample of households in your jurisdiction	Dec 19 to Dec 26
← NRC provides confirmation documents about options selected by your jurisdiction and a .Pdf sample of the postcard and mailing envelope for your records.	Dec 19
⊙ NRC prints materials and prepares mailings	Dec 28
→ Due to NRC: Selection of demographic crosstabulation variables (if demographic crosstabulations add-on selected)	Dec 28
→ Due to NRC: Selection of custom benchmark profile(s) (if custom benchmark add-on selected)	Dec 28
Conducting the survey	
⊙ Survey materials are mailed	Jan 11 to Jan 25
⊙ Prenotification postcards sent	Jan 11
⊙ 1st wave of surveys sent	Jan 18
⊙ 2nd wave of surveys sent	Jan 25
⊙ Data collection: surveys received and processed for your jurisdiction	Jan 18 to Feb 15
⊙ During this time, you will receive postcards that were undeliverable due to bad addresses, or vacant housing units. This is normal. Please count all the postcards, as we will subtract the number of returned postcards from the total number mailed to estimate the number of "eligible" households in calculating the final response rate.	
→ Due to NRC: Final count of returned postcards	Feb 15
⊙ Survey analysis and report writing	Feb 15 to Feb 29
⊙ During this time, NRC will process the surveys, perform the data analysis, and produce a draft report for your jurisdiction. The report of results will contain a description of the methodology, information on understanding the results, and graphs and tables of your results, as well as a description of NRC's database of normative data from across the U.S. and actual comparisons to your results, where appropriate.	
← NRC emails draft report (in PDF format) to you	Mar 7
← NRC sends invoice for balance due on The NCS Basic Service and any additional add-on options	Mar 7
→ Due to NRC: Jurisdiction feedback on the draft report (most final reports are identical to the draft reports, except being labeled as final instead of draft)	Mar 14
← NRC mails final report and data file to you (unless otherwise specified)	Mar 21

EXHIBIT B
Areas of Concentration

Areas of Concentration may include but not limited too the following:

Overall Quality of Community

- **Community Design**
 - Transportation
 - Car travel
 - Bicycle Trails
 - Walking paths
 - Bus or Transit Services
 - Streets
 - Parking
 - Street Cleaning
 - Snow Removal
 - Street Lighting
 - Sidewalk Maintenance
 - Traffic Signal Timing
 - Street Repair
 - Housing
 - Affordability
 - Variety of housing options
 - Land Use & Zoning
 - Land use panning and zoning
 - Code enforcement
 - Economic Sustainability
 - Shopping opportunities
 - Dinning and Entertainment opportunities
 - Business and service establishments
 - Employment opportunities
- **Public Safety**
 - Police Services
 - Pubic Safety & Awareness Programs
 - Crime Prevention
 - Investigations Division
 - Traffic Enforcement
 - Patrol Division
 - Emergency preparedness
 - Environmental Hazards
 - Environmental Sustainability
 - Cleanliness of Orland Park
 - Natural Environment
 - Preservation of open space, farmlands and greenbelts

EXHIBIT B
Areas of Concentration

- **Recreation**
 - Parks
 - Recreation programs
 - Recreation facilities
 - Culture and Arts Center

- **Community and Civic Engagement**
 - Sense of Community
 - Openness and acceptance of the community towards people of diverse backgrounds
 - Availability of affordable quality child care
 - Orland Park as a place to raise children
 - Orland Park as a place to retire

- **Orland Park Government**
 - The value of services for the taxes paid to Orland Park
 - Services provided by Orland Park

- **Orland Park Employees**
 - Knowledge
 - Courtesy
 - Overall impression
 - Responsiveness

WORKSHEET A4 – ADDITIONAL SERVICES AND PRICING

Basic Service \$9,900

- You have likely already paid the initial payment of \$5,900 for the Basic Service. The remaining portion of the Basic Service will be due at the end of the survey project.
- Overview of the Basic Service: 1,200 surveys sent out in English only. The average response rate is about 30%, but can range from 20% to 50% or more, so 1,200 out will yield approximately 240 to 600 completed surveys.

Add-on service options are available. The cost of each option is in addition to the Basic Service. Please select any additional services that you wish to use from the following list by checking the appropriate box in the "Choose Add-on" column. Please submit payment for any add-on services along with the worksheets.

Choose Add-on	Description	Price										
<input type="checkbox"/>	Option A: Survey also available in Spanish: A paragraph in Spanish appears in the cover letter, explaining the survey and inviting the respondent to contact a member of your jurisdiction's staff by phone to request a translated survey.	\$1,450										
<input checked="" type="checkbox"/>	Option B: Mail out 3,000 surveys (instead of 1,200) to a random sample. Responses will likely number between 600 and 1,500. Note the relationship between sample size (number of returned surveys) and margin of error in the box at right. <table border="1" style="display: inline-table; vertical-align: middle;"> <thead> <tr> <th>Completed surveys</th> <th>Margin of Error</th> </tr> </thead> <tbody> <tr> <td>400</td> <td>5%</td> </tr> <tr> <td>600</td> <td>4%</td> </tr> <tr> <td>1,000</td> <td>3%</td> </tr> <tr> <td>1,500</td> <td>2.5%</td> </tr> </tbody> </table>	Completed surveys	Margin of Error	400	5%	600	4%	1,000	3%	1,500	2.5%	\$7,000
Completed surveys	Margin of Error											
400	5%											
600	4%											
1,000	3%											
1,500	2.5%											
<input type="checkbox"/>	Option C: Phone data collection. The NCS will be conducted by phone with 400 completed interviews. (The survey is conducted by phone instead of by mail.)	\$6,000										
<input checked="" type="checkbox"/>	Option D: Custom benchmarks (In addition to the national benchmark comparisons). Includes a set of customized benchmarks from communities selected by your jurisdiction from our database in addition to the national benchmark comparisons. Custom benchmarks will be provided alongside national benchmark comparisons in report tables. You will receive an additional worksheet to complete if you select this option.	\$1,100										
(fwo) <input checked="" type="checkbox"/>	Option E: One open-ended question. Responses will be categorized and reported in a table under separate cover, accompanied by a complete list of verbatim responses. You will receive an additional worksheet to complete if you select this option.	\$3,000 \$1,500										
<input checked="" type="checkbox"/>	Option F: Demographic subgroup comparisons. Subgroup comparisons will be provided in a separate report for four demographic questions by the evaluative questions on the survey. You will receive an additional worksheet to complete if you select this option.	\$900										



Choose Add-on	Description	Price
<input checked="" type="checkbox"/>	Option G: Geographic subgroup comparisons. Subgroup comparisons will be provided in a separate report for one set of geographic identifying data by the evaluative questions on the survey. NRC staff will work with you to define the geographic areas; this will need to be determined before the mailings begin. You will receive an additional worksheet to complete if you select this option.	\$1,100
<input checked="" type="checkbox"/>	Option H: On-site presentation of results. Senior NRC staff will present survey results with staff, Council, Boards or other appropriate groups. Site visits are customized to meet the unique needs of each organization and the price includes preparation, facilitation and travel ¹ (for a single overnight stay).	\$2,800
<input type="checkbox"/>	Option I: Comparisons of up to three previous years' service evaluation (non-NCS) ratings in your jurisdiction. Please send complete survey reports from up to three (3) previous administrations either with this packet or under separate cover. In order to meet the schedule, we must receive these reports by the end of Week 5 in your timeline. There is no charge to compare previous NCS results – this will happen automatically.	\$1,750
<input type="checkbox"/>	Option J: Next Steps Workshop. In a half day workshop, Dr. Miller, author of Citizen Surveys: how to do them, how to use them, what they mean, and numerous articles on citizen surveying; faculty for many workshops on citizen surveys with top government managers and adjunct associate professor at the University of Colorado, Denver, will work with up to 20 key staff, elected officials and/or resident decision-leaders to describe survey results and to plan for next steps that your jurisdiction should take. The workshop will result in identification of key findings and a process for action planning to move forward.	\$3,650
<input type="checkbox"/>	Option K: Surveys returned. Completed surveys will be returned to jurisdiction in electronic format upon completion of the project.	\$50
<input checked="" type="checkbox"/>	Option L: Web survey (scientific). The mailed survey will also be available online. It will be available only to those households selected as part of the random, scientific sample. Results will be included along with the mailed survey results in the reports.	\$900
<input checked="" type="checkbox"/>	Option M: Web survey (non-scientific). The survey will be available online and open to the entire community. These results will not be part of the scientific sample and will be provided as separate stand-alone tables.	\$650

Your Total Cost of The NCS™

Service	Price
Basic service	\$9,900
Sum of add-on options chosen above:	17,450 \$0 ^(a)
Total (sum of basic service and add-ons)	27,350 \$0^(a)

¹ Includes typical airfare cost (economy non-stop flight from Denver) – ask about a quote for your location

Fax or send packet of completed worksheets to:
National Research Center, Inc., 3005 30th Street Boulder, CO 80301
 Fax (303) 444-1145 • Phone (303) 444-7863
 Contact: Damema@n-r-c.com

*** Please submit payment for all add-on services with this worksheet packet. ***

Please return the worksheet and all the required materials via email to:

Damema Mann or Nicole Valencourt
Damema@n-r-c.com • Nicole@n-r-c.com

via fax:
ATTN: Damema Mann or Nicole Valencourt
Fax: (303) 444-1145

via mail:
National Research Center, Inc.
ATTN: The National Citizen Survey™
3005 30th Street
Boulder, CO 80301

BUSINESS ORGANIZATION:

_____ Sole Proprietor: An individual whose signature is affixed to this proposal.

_____ Partnership: Attach sheet and state full names, titles and address of all responsible principals and/or partners. Provide percent of ownership and a copy of partnership agreement.


Corporation: State of Incorporation: Colorado
Provide a disclosure of all officers and principals by name and business address, date of incorporation and indicate if the corporation is authorized to do business in Illinois.

In submitting this proposal, it is understood that the Village of Orland Park reserves the right to reject any or all proposals, to accept an alternate proposal, and to waive any informalities in any proposal.

In compliance with your Request for Proposals, and subject to all conditions thereof, the undersigned offers and agrees, if this proposal is accepted, to furnish the services as outlined.

National Research Center, Inc
Business Name

(Corporate Seal)


Signature

Thomas I Miller
Print or type name

President
Title

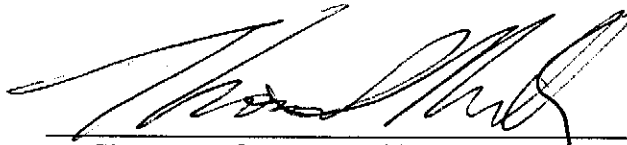
12/20/2011
Date

**CERTIFICATION OF ELIGIBILITY
TO ENTER INTO PUBLIC CONTRACTS**

IMPORTANT: THIS CERTIFICATION MUST BE EXECUTED.

I, Thomas I Miller, being first duly sworn certify and say
that I am President
(insert "sole owner," "partner," "president," or other proper title)

of National Research Center, Inc, the Prime Contractor
submitting this proposal, and that the Prime Contractor is not barred from contracting with any unit of
state or local government as a result of a violation of either Section 33E-3, or 33E-4 of the Illinois
Criminal Code, or of any similar offense of "bid-rigging" or "bid-rotating" of any state or of the United
States.



Signature of Person Making Certification

Subscribed and Sworn To
Before Me This 20th Day
of December, 2011.

Laurie A Day
Notary Public



My Commission Expires September 28, 2013

SEXUAL HARASSMENT POLICY

Please be advised that pursuant to Public Act 87-1257, effective July 1, 1993, 775 ILCS 5/2-105 (A) has been amended to provide that every party to a public contract must:

"Have written sexual harassment policies that shall include, at a minimum, the following information: (I) the illegality of sexual harassment; (II) the definition of sexual harassment under State law; (III) a description of sexual harassment, utilizing examples; (IV) the vendor's internal complaint process including penalties; (V) the legal recourse, investigative and complaint process available through the Department (of Human Rights) and the Commission (Human Rights Commission); (VI) directions on how to contact the Department and Commission; and (VII) protection against retaliation as provided by Section 6-101 of the Act. (Illinois Human Rights Act). (emphasis added)

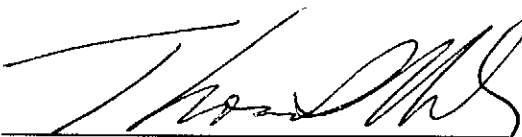
Pursuant to 775 ILCS 5/1-103 (M) (2002), a "public contract" includes:

...every contract to which the State, any of its political subdivisions or any municipal corporation is a party."

I, Thomas I Miller, having submitted a proposal for National Research Center, Inc
(Name) (Name of Contractor)

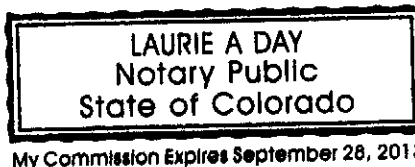
for The National Citizen Survey to the Village of Orland Park, hereby
(General Description of Work Proposed on)

certifies that said contractor has a written sexual harassment policy in place in full compliance with 775 ILCS 5/2-105 (A) (4).

By: 
Authorized Agent of Contractor

Subscribed and Sworn To
Before Me This 20 Day
of December, 2011.


Notary Public



EQUAL EMPLOYMENT OPPORTUNITY

Section I. This EQUAL EMPLOYMENT OPPORTUNITY CLAUSE is required by the Illinois Human Rights Act and the Rules and Regulations of the Illinois Department of Human Rights published at 44 Illinois Administrative Code Section 750, et seq.

Section II. In the event of the Contractor's noncompliance with any provision of this Equal Employment Opportunity Clause, the Illinois Human Right Act, or the Rules and Regulations for Public Contracts of the Department of Human Rights (hereinafter referred to as the Department) the Contractor may be declared non-responsible and therefore ineligible for future contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and this agreement may be canceled or avoided in whole or in part, and such other sanctions or penalties may be imposed or remedies involved as provided by statute or regulation.

During the performance of this Agreement, the Contractor agrees:

A. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin or ancestry; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.

B. That, if it hires additional employees in order to perform this Agreement, or any portion hereof, it will determine the availability (in accordance with the Department's Rules and Regulations for Public Contracts) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.

C. That, in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, or physical or mental handicap unrelated to ability, or an unfavorable discharge from military service.

D. That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the Vendor's obligations under the Illinois Human Rights Act and Department's Rules and Regulations for Public Contract.

E. That it will submit reports as required by the Department's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts.

F. That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and Department's Rules and Regulations for Public Contracts.

G. That it will include verbatim or by reference the provisions of this Equal Employment Opportunity Clause in every subcontract it awards under which any portion of this Agreement obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as the other provisions of this Agreement, the Vendor will be liable for compliance with applicable provisions of this clause by such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the Vendor will not utilize any subcontractor declared by the Illinois Human Rights Department to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

Section III. For the purposes of subsection G of Section II, "subcontract" means any agreement, arrangement or understanding, written or otherwise, between the Vendor and any person under which any portion of the Vendor's obligations under one or more public contracts is performed, undertaken or assumed; the term "subcontract", however, shall not include any agreement, arrangement or understanding in which the parties stand in the relationship of an employer and an employee, or between a Vendor or other organization and its customers.

ACKNOWLEDGED AND AGREED TO:

BY:  _____

ATTEST: Laurie A Day _____

DATE: 12/20/2011 _____

TAX CERTIFICATION

I, Thomas I Miller, having been first duly sworn depose and state as follows:

I, Thomas I Miller, am the duly authorized agent for National Research Center, Inc, which has submitted a proposal to the Village of Orland Park for

The National Citizen Survey and I hereby certify
(Name of Project)

that National Research Center, Inc is not

delinquent in the payment of any tax administered by the Illinois Department of Revenue, or if it is:

a. it is contesting its liability for the tax or the amount of tax in accordance with procedures established by the appropriate Revenue Act; or

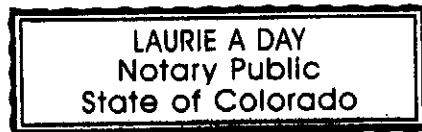
b. it has entered into an agreement with the Department of Revenue for payment of all taxes due and is currently in compliance with that agreement.

By: [Signature]

Title: President

Subscribed and Sworn To
Before Me This 20 Day
of December, 2011.

Laurie A Day
Notary Public



My Commission Expires September 28, 2013

INSURANCE REQUIREMENTS

WORKERS COMPENSATION & EMPLOYER LIABILITY

\$500,000 – Each Accident \$500,000 – Policy Limit

\$500,000 – Each Employee

Waiver of Subrogation in favor of the Village of Orland Park

AUTOMOBILE LIABILITY

\$1,000,000 – Combined Single Limit

Additional Insured Endorsement in favor of the Village of Orland Park

GENERAL LIABILITY (Occurrence basis)

\$1,000,000 – Each Occurrence \$2,000,000 – General Aggregate Limit

\$1,000,000 – Personal & Advertising Injury

\$2,000,000 – Products/Completed Operations Aggregate

Additional Insured Endorsement & Waiver of Subrogation in favor of the Village of Orland Park

EXCESS LIABILITY (Umbrella-Follow Form Policy)

\$2,000,000 – Each Occurrence \$2,000,000 – Aggregate

EXCESS MUST COVER: General Liability, Automobile Liability, Workers Compensation

Any insurance policies providing the coverages required of the Contractor shall be specifically endorsed to identify "The Village of Orland Park, and their respective officers, trustees, directors, employees and agents as Additional Insureds on a primary/non-contributory basis with respect to all claims arising out of operations by or on behalf of the named insured." If the named insureds have other applicable insurance coverage, that coverage shall be deemed to be on an excess or contingent basis. The policies shall also contain a Waiver of Subrogation in favor of the Additional Insureds in regards to General Liability and Workers Compensation coverage's. The certificate of insurance shall also state this information on its face. Certificates of insurance must state that the insurer shall provide the Village with thirty (30) days prior written notice of any change in, or cancellation of required insurance policies. The words "endeavor to" and "but failure to do so shall impose no obligation or liability of any kind upon the insurer, its agents or representatives" must be stricken from all Certificates of Insurance submitted to the Village. Any insurance company providing coverage must hold an A VII rating according to Best's Key Rating Guide. Permitting the contractor, or any subcontractor, to proceed with any work prior to our receipt of the foregoing certificate and endorsement however, shall not be a waiver of the contractor's obligation to provide all of the above insurance.

The bidder agrees that if they are the selected contractor, within ten days after the date of notice of the award of the contract and prior to the commencement of any work, you will furnish evidence of Insurance coverage providing for at minimum the coverages and limits described above directly to the Village of Orland Park, Denise Domalewski, Contract Administrator, 14700 S. Ravinia Avenue, Orland Park, IL 60462. Failure to provide this evidence in the time frame specified and prior to beginning of work may result in the termination of the Village's relationship with the selected bidder and the bid will be awarded to the next lowest bidder or result in creation of a new bid.

ACCEPTED & AGREED THIS 20 DAY OF December, 2011

Signature

Printed Name & Title

J. Thomas S. McNeil
President

Authorized to execute agreements for:

Name of Company

National Research Center, Inc



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
12/27/2011

PRODUCER JEFF OGBURN, STATE FARM INSURANCE 6560 GUNPARK DRIVE, STE A BOULDER, CO 80301	THIS CERTIFICATION IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.	
	INSURERS AFFORDING COVERAGE	NAIG #
INSURED NATIONAL RESEARCH CENTER INC. 300T5 30TH ST. BOULDER, CO 80301	INSURER A: State Farm Fire and Casualty Company 25143	25143
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	

COVERAGES

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR/ADD'L LTR (INSRD)	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A X	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> HIRED AUTO LIABILITY <input checked="" type="checkbox"/> NON-OWNED AUTOS GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	96-BU-3823-8	11/16/2011	11/16/2012	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	181-3304-E21-06	11/29/2011	11/29/2012	COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ 1,000,000 BODILY INJURY (Per accident) \$ 1,000,000 PROPERTY DAMAGE (Per accident) \$ 1,000,000
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
	EXCESS / UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y / N (Mandatory in NH) If yes, describe under SPECIAL PROVISIONS below.				<input type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
	OTHER BUSINESS PROPERTY	96-BU-3823-8	11/16/2011	11/16/2012	\$75,100

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS

RESEARCH

VILLAGE OF ORLAND PARK IS LISTED AS ADDITIONAL INSURED.

CERTIFICATE HOLDER VILLAGE OF ORLAND PARK DENISE DOMALEWSKI CONTRACT ADMINISTRATOR 14700 S. RAVINIA AVENUE ORLAND PARK, IL 60462	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL <u>30</u> DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE JEFF OGBURN <i>Jeff Ogburn</i>
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CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YY)
12/19/11

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services, Inc of Florida 1001 Brickell Bay Drive, Suite #1100 Miami, FL 33131-4937	CONTACT NAME: Aon Risk Services, Inc of Florida	
	PHONE (A/C No. Ext): 800-743-8130	FAX (A/C, No): 800-522-7514
	E-MAIL ADDRESS: ADP.COI.Center@Aon.com	
	PRODUCER CUSTOMER ID #: 10762287	
	INSURER(S) AFFORDING COVERAGE	

INSURED ADP TotalSource I, Inc. 10200 Sunset Drive Miami, FL 33173 ALTERNATE EMPLOYER National Research Center Inc 3005 30th Street Boulder, CO 80301	INSURER A: New Hampshire Ins Co	NAIC # 23841
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER: 391072** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. LIMITS SHOWN ARE AS REQUESTED.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						EACH OCCURRENCE	\$
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$
							MED EXP (Any one person)	\$
							PERSONAL & ADV INJURY	\$
							GENERAL AGGREGATE	\$
							PRODUCTS - COMP/OP AGG	\$
								\$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident)	\$
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE	\$
							AGGREGATE	\$
								\$
A	WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	<input type="checkbox"/>	WC 012437084 CO	07/01/11	07/01/12	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	
							E.L. EACH ACCIDENT	\$ 2,000,000
							E.L. DISEASE - EA EMPLOYEE	\$ 2,000,000
							E.L. DISEASE - POLICY LIMIT	\$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
 All worksite employees working for the above named client company, paid under ADP TOTALSOURCE, INC.'s payroll, are covered under the above stated policy. The above named client is an alternate employer under this policy.

Village of Orland Park
 Denise Domalewski, Contract Administrator
 14700 S. Ravinia Avenue
 Orland Park, CO 60462

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Aon Risk Services, Inc of Florida



CERTIFICATE OF LIABILITY INSURANCE

OP ID: MC1

DATE (MM/DD/YYYY)

12/13/10

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must be endorsed. If **SUBROGATION IS WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

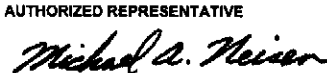
PRODUCER NEISEN BORTH AGENCY www.nbinsure.com 333 W. Hampden Ave. Ste. 410 Englewood, CO 80110		303-781-6776 303-789-4409	CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS: PRODUCER CUSTOMER ID #: NATI430	FAX (A/C, No):
INSURED National Research Center, Inc. 3005 30th Street Boulder, CO 80301		INSURER(S) AFFORDING COVERAGE		NAIC #
		INSURER A: Philadelphia Insurance Company		
		INSURER B:		
		INSURER C:		
		INSURER D:		
		INSURER E:		
		INSURER F:		

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR	WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DEDUCTIBLE RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				<input type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Liab Errors & Omissions			PHSD581443	01/01/11	01/01/12	Prof/E&O 2,000,000 Ded 5,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER NATIORE National Research Center, Inc 3005 30th Street Boulder, CO 80301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
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