



## Agenda Item Summary

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### **Submitted By**

Tammie Grossman, Director Development Customer Services

### **Reviewed By**

LKS

### **Agenda Item Title**

**A Resolution Approving a Contractor Services Agreement Between Progrio LLC and the Village Of Oak Park To Provide Document Imaging Services in an Amount not to Exceed \$73,171.69 and Authorizing its Execution**

### **Overview**

A contractor services agreement for Progrio LLC to digitize the Village's permit files including converting and indexing approximately 80 boxes of Permit Processing files per year and approximately 21,375 property drawing records.

### **Staff Recommendation**

Approve the Resolution.

### **Fiscal Impact**

The 2017 contract for services is \$73,171.69 and is budgeted in line item 1001-46250-101-530667, which has a budget amount of \$900,000.00

### **Background**

On March 6, 2014, the Village issued a Request for Proposals, RFP-DCS-2014-Document Imaging for a three year period (hereinafter referred to as the RFP) and six (6) firms responded to the request. AMCAD submitted the most responsive proposal. Subsequently, Progrio LLC purchased AMCAD. On December 1, 2014 the Village entered into personal services agreement in the amount of \$23,775.40 under the Village Manager's spending authority. In 2016, Staff requested an increase in the budget authority to \$50,000 in order to complete the digitization of the files. By digitizing the Village's permit files, we will improve the appearance of the Development Customer Services new office space and will enhance customer service because documents will be easily accessible in an electronic format. With the implementation of the new online permitting functions, the amount of paper documentation will be significantly reduced and the Village will have decreased need for digitization of files in the future.

In 2017, the Village will issue a new Request for Proposals for Document Imaging Services.

### **Alternatives**

Not approve the contract. Staff will then need to store the paper files and will have limited access to files.

**Previous Board Action**

The Board approved the initial agreement on December 12, 2015.

**Citizen Advisory Commission Action**

NA.

**Anticipated Future Actions/Commitments**

NA.

**Intergovernmental Cooperation Opportunities**

NA.

**Performance Management (MAP) Alignment**

A Governance Priority established for the Development Customer Services Department - Customer Service Experience.