



Agenda Item Summary

File #: RES 17-744, **Version:** 1

Submitted By

Tammie Grossman, Director of Development Customer Services

Reviewed By

[Click here to enter text.](#)

Agenda Item Title

A Resolution Approving a Contractor Services Agreement with HR Green, Inc. to Provide Plan Review and Inspector Services in an Amount Not to Exceed \$1,020,000 and Authorizing its Execution

Overview

In order to continue to provide optimum customer service, the Village of Oak Park shall outsource large plan review activities as well as most inspection service, especially activities for larger projects. In addition, the outsourced firm will provide backup inspection activities when the Village employee is not available due to absences.

Staff Recommendation

Approve the Resolution

Fiscal Impact

FY2018 Budget account number 1001-46250-101-530667 has \$1,170,000 and this contract will reduce the line item to \$150,000. The permit fees will cover the costs for outsourcing the plan reviews and inspections.

Background

In January 2015, the Village Board directed staff to issue a Request for Proposals to outsource large plan review activities as well as most inspection services, especially activities for larger projects. Staff decided the best option for Oak Park would be to outsource most inspections and plan reviews by using an in-house reviewer employed by a third party.

In May 2017, the Village issued a Request for Proposals for outsourcing plan reviews and inspections. Three firms responded to the Request. However, only HR Green would provide the Village with staff inside Village Hall. After working well with the current consultant, staff is recommending a renewal of contract with HR Green.

Permit Processing Manager will have day to day responsibility to coordinate the work of the plan reviewer and inspectors employed by HR Green and process plan reviews as needed. While the Permit Processing Supervisor will continue to have day to day responsibility of overseeing the permit technicians and assist the manager in overseeing the work of the plan reviewer and inspectors employed by HR Green. The Agreement provides that the Village has an option to renew the Agreement for two (2) additional one (1) year terms.

Alternatives

The Village Board could direct that staff hire additional staff to do this work instead. However, given the uneven nature of the construction season, it would be necessary for the Village to staff up at the highest level or allow for long wait times on permit turn around and inspection review. At present, most permits are issued within a five business day turn around and ten business days for more complicated review. When fully staffed, permits were delayed and it was not unusual to have a six week turn around during the busy construction season.

Previous Board Action

On May 26, 2015, the Reinventing Government Committee reviewed the proposed outsourcing model.

Citizen Advisory Commission Action

N/A.

Anticipated Future Actions/Commitments

NA.

Intergovernmental Cooperation Opportunities

N/A.

Performance Management (MAP) Alignment

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