

**City of Garden Grove**

**INTER-DEPARTMENT MEMORANDUM**

***Garden Grove Agency for Community Development***

To: Matthew Fertal  
Dept: Director  
Subject: AMBASSADOR BUSINESS RETENTION BUREAU (ABRB) CONSULTANT SERVICE AGREEMENT RENEWAL

From: Chet Yoshizaki  
Dept: Economic Development  
Date: June 8, 2010

OBJECTIVE

The purpose of this report is to request the Garden Grove Agency for Community Development (Agency) to consider the approval of a consultant service agreement (Agreement) renewal for the Ambassador Business Retention Bureau (ABRB) administered by the Garden Grove Chamber of Commerce (Chamber).

BACKGROUND

In 1993, the City’s Business Retention Program, contracted with the Chamber for business consultant services to form ABRB. This program was created to assist the City to improve its outreach efforts to small-to-medium businesses in the City. The Chamber had a pre-established relationship with small-to-medium businesses and would compliment the City’s Business Retention Program, which focused mainly on large businesses. There has been a great benefit to the City by providing faster responses to companies with major concerns, which might go undetected without the Chamber’s frequent business visits and contacts under the program.

In 2007, the Agency approved an Agreement with ABRB to continue its services. The Agreement was for one year with two (2) one-year extensions ending in June 30, 2010. Under the ABRB Agreement, the Agency and Chamber met quarterly to review any issues raised during the Chamber’s meeting with businesses. These visitation efforts complimented the Agency’s Mayor’s Link Program. Together both programs assist the City in understanding the local business needs, concerns, plans for expansions, downsizing, acquisitions or closure,

In addition, the meetings were used to discuss the number of sponsored or co-sponsored programs such as; SCORE business seminars, Chamber mixers, Grand Opening announcements, Small Business Administration Loan seminars, bi-monthly Lunch and Learn Series, and the monthly Commerce Communicator newsletter. During the three year Agreement, ABRB contacted over 3,000 businesses and visited 212 businesses.

### DISCUSSION

Under the new ABRB Agreement, Agency staff and the Chamber will meet quarterly to discuss the following related ABRB responsibilities:

- Responding to business calls concerning City activities;
- Sending welcoming packets to all new business licensees;
- Providing business counseling free of charge through the SCORE program;
- Producing and distributing the Garden Grove City Map and the Garden Grove Visitor and Information Guide;
- Providing visitor information through the Visitor's Information Center;
- Hosting two "Speed Networking" events, and
- Hosting the bi-monthly "Lunch and Learn Series."

### FINANCIAL IMPACT

The financial impact of the ABRB Agreement is \$44,100 for fiscal year 2010-2011 plus the option for one additional year for \$44,100 at the discretion of the Agency Director.

### RECOMMENDATION

Staff recommends that the Agency:

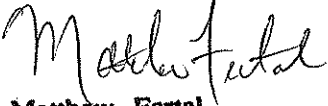
- Approve the ABRB Agreement with Garden Grove Chamber of Commerce;
- Authorize the Director to execute the pertinent documents on behalf of the Agency when appropriate to do so.

  
CHET YOSHIZAKI  
Economic Development Director

By:   
Paul Guerrero  
Senior Economic Development Specialist

Attachment 1: Consultant Services Agreement

Recommended for Approval

  
Matthew Fertal  
Director

**CONSULTANT SERVICES AGREEMENT**  
**GARDEN GROVE CHAMBER OF COMMERCE**

**THIS CONSULTANT SERVICES AGREEMENT** (the "Agreement") is made and entered into as of June 8, 2010, by and between the **GARDEN GROVE AGENCY FOR COMMUNITY DEVELOPMENT**, a public body, corporate and politic (the "AGENCY"), and **GARDEN GROVE CHAMBER OF COMMERCE**, a California nonprofit corporation (the "CONSULTANT").

**NOW, THEREFORE**, in consideration of the covenants and promises contained herein, the AGENCY and CONSULTANT agree as follows:

**1.0 SERVICES OF CONSULTANT**

**1.1 Scope of Services.** In compliance with all terms and conditions of this Agreement, the CONSULTANT shall, as directed by AGENCY, provide the following services in compliance with all terms and conditions of this Agreement:

- (a) Maintain Ambassador/Business Retention Bureau relations with the business community in the City of Garden Grove ("City).
- (b) Contact business in the City and, to the extent provided in the Scope of Services (defined in subdivision (e) below), in the surrounding community, especially small and mid-sized companies, to assess their needs and concerns.
- (c) Prepare statistical data, information, and literature for visitors to the City.
- (d) Meet with Agency staff on a monthly basis, or as needed, to discuss the effectiveness of services being provided by Consultant, to share information gathered by Consultant, and to work to address the needs of businesses within the City.
- (e) Provide various other services as described in the "Scope of Services" attached hereto as Exhibit "A" and incorporated herein by this reference (the "services" or "work"). In the event of an event of any inconsistency between the terms set forth in the Scope of Services and this Agreement, the terms of this Agreement shall govern. CONSULTANT is qualified by virtue of experience, training, education and expertise to accomplish services. CONSULTANT warrants that all services will be performed in a competent, professional and satisfactory manner in accordance with the standards prevalent in the industry for such services.

**1.2 Consultant's Proposal.** The Scope of Services includes the CONSULTANT's proposal or bid, which is incorporated by this reference as though fully set forth herein. In the event of any inconsistency between the terms of such proposal and this Agreement, the

terms of this Agreement shall govern; provided however, in the event the services described in the proposal are more comprehensive, the description in the proposal shall prevail.

**1.3 Compliance with Law.** All services rendered hereunder shall be provided in accordance with all applicable ordinances, resolutions, statutes, rules, regulations and laws of the City of Garden Grove and any Federal, State or local governmental agency of competent jurisdiction.

**1.4 Licenses, Permits, Fees and Assessments.** CONSULTANT shall obtain at its sole cost and expense such licenses, permits and approvals as may be required by law for the performance of the services required by this Agreement. CONSULTANT shall have the sole obligation to pay for any fees, assessments and taxes, plus applicable penalties and interest, which may be imposed by law and arise from or are necessary for the performance of the services required by this Agreement.

**1.5 Familiarity with Work.** By executing this Agreement, CONSULTANT warrants that (a) it has thoroughly investigated and considered the work to be performed, (b) it has carefully considered how the work should be performed, and (c) it fully understands the facilities, difficulties and restrictions attending performance of the work under this Agreement. Should the CONSULTANT discover any latent or unknown conditions materially differing from those inherent in the work or as represented by the AGENCY, it shall immediately inform AGENCY of such fact and shall not proceed except at CONSULTANT's risk until written instructions are received from the Contract Officer (as defined in Section 4.2 hereof).

**1.6 Care of Work.** The CONSULTANT shall adopt reasonable methods during the life of the Agreement to furnish continuous protection to the work, and the equipment, materials, papers and other components thereof to prevent losses or damages, and shall be responsible for all such damages, to persons or property, until acceptance of the work by AGENCY, except such losses or damages as may be caused by AGENCY's own negligence. The performance of services by CONSULTANT shall not relieve CONSULTANT from any obligation to correct any incomplete, inaccurate or defective work at no further cost to the AGENCY, when such inaccuracies are due to the negligence of CONSULTANT.

**1.7 Additional Services.** In accordance with the terms and conditions of this Agreement, the CONSULTANT may perform services in addition to those specified in the Scope of Services (Exhibit "A") when directed to do so by the Contract Officer, provided that CONSULTANT shall not be required to perform any additional services without compensation.

## **2.0 COMPENSATION**

**2.1 Contract Sum.** For the services rendered pursuant to this Agreement, the CONSULTANT shall be compensated in accordance with and in no event in an amount in excess of the maximum fees described in this Section 2.0, *et seq.*:

a. Amount. The cost for the services rendered pursuant to this Agreement shall in no event exceed the cumulative amount of Forty Four Thousand One Hundred Dollars (\$44,100), as set forth in the Scope of Services. Plus, the option for one additional year for Forty Four Thousand One Hundred Dollars (\$44,100) at the discretion of the Agency Director.

b. Payment. For work under this Agreement, payment shall be made per invoice for work completed. For extra work not covered by the terms of this Agreement and the Scope of Services, a written authorization by the Agency Director will be required.

**2.2 Method of Payment.** CONSULTANT shall, upon completion of the work hereunder, provide AGENCY with an invoice for services rendered pursuant to this Agreement and the Scope of Services. Such invoice shall be in a form approved by the Contract Officer and shall (1) describe in detail the services provided, including time and materials, and (2) indicate the total expenditures incurred by CONSULTANT in the performance of the work. Such invoice shall contain a certification by a principal member of CONSULTANT specifying that the payment requested is for work performed in accordance with the terms of this Agreement.

### **3.0 PERFORMANCE SCHEDULE**

**3.1 Time of Essence.** Time is of the essence in the performance of each party's obligations under this Agreement, including without limitation the CONSULTANT's performance of the services required hereunder and the AGENCY's payment of all sums due to CONSULTANT.

**3.2 Schedule of Performance.** All services rendered pursuant to this Agreement shall be performed in a timely and diligent manner.

**3.3 Force Majeure.** The time period for performance of the services rendered pursuant to this Agreement shall be extended because of any delays due to unforeseeable causes beyond the control and without the fault or negligence of the CONSULTANT, including, but not restricted to, acts of God or of the public enemy, fires, earthquakes, floods, epidemic, quarantine restrictions, riots, strikes, freight embargoes, acts of any governmental agency other than AGENCY, and unusually severe weather, if the CONSULTANT shall within ten (10) days of the commencement of such delay notify the Contract Officer in writing of the causes of the delay. The Contract Officer shall ascertain the facts and the extent of delay, and extend the time for performing the services for the period of the forced delay when and if in his judgment such delay is justified, and the Contract Officer's determination shall be final and conclusive upon the parties to this Agreement.

**3.4 Term.** Unless earlier terminated in accordance with Section 7.4 of this Agreement, the term of this Agreement shall be three months from the date of this Agreement, and may be renewed for additional one-month terms upon the mutual written agreement of the Agency Director and the CONSULTANT prior to the end of the initial and each additional term.

### **4.0 COORDINATION OF WORK**

**4.1 Representatives of Consultant.** Constance Margolin, President and CEO of the Garden Grove Chamber of Commerce, shall perform the services required by CONSULTANT hereunder. The AGENCY's express written approval shall be required prior to any change in the foregoing, which may be granted or denied in AGENCY's sole and absolute discretion.

**4.2 Contract Officer.** The Contract Officer shall be the Agency Director or such other person as may be designated by the Agency Director. It shall be the CONSULTANT's responsibility to assure that the Contract Officer is kept informed of CONSULTANT's progress of the performance of the services and the CONSULTANT shall refer any decisions that must be made

by the AGENCY to the Contract Officer. Unless otherwise specified herein, any approval of AGENCY required hereunder shall mean the approval of the Contract Officer.

**4.3 Transfer or Assignment; Successors and Assigns.** Except as herein specifically permitted, neither party shall assign or transfer this Agreement, nor any of the rights or obligations hereunder, without the prior written consent of the other. All of the terms, conditions and provisions of this Agreement shall be binding on and inure to the benefit of the parties to this Agreement and any permitted successors and assigns.

**4.4 Independent Contractor.** Neither the AGENCY nor any of its employees shall have any control over the manner, mode or means by which CONSULTANT, its agents or employees, perform the services required herein, except as otherwise set forth. CONSULTANT shall perform all services required herein as an independent contractor of AGENCY and shall remain at all times as to AGENCY a wholly independent contractor with only such obligations as are consistent with that role. CONSULTANT shall not at any time or in any manner represent that it or any of its agents or employees are agents or employees of AGENCY.

**4.5 Agency Cooperation.** The AGENCY shall provide CONSULTANT with any documents, records or other data or information pertinent to services to be performed hereunder which are reasonably available to the AGENCY. The AGENCY shall additionally provide CONSULTANT staff assistance and shall take prompt and appropriate action when it will assist in ensuring timely performance by CONSULTANT hereunder.

## **5.0 INSURANCE REQUIREMENTS, INDEMNIFICATION AND BONDS**

**5.1 Commencement of Work.** CONSULTANT shall not commence work under this Agreement until all certificates and endorsements have been received and approved by the AGENCY. All insurance required by this Agreement shall contain a Statement of Obligation on the part of the carrier to notify the AGENCY of any material change, cancellation, or termination at least thirty- (30) days in advance.

**5.2 Workers Compensation Insurance.** For the duration of this Agreement, CONSULTANT and all subcontractors shall maintain Workers Compensation Insurance in the amount and type required by law, if applicable. If workers compensation is applicable, a waiver of subrogation endorsement in favor of the AGENCY, City of Garden Grove, their officers, officials, employees, agents, and volunteers shall be obtained.

**5.3 Insurance Amounts.** CONSULTANT shall maintain the following insurance for the duration of this Agreement:

a. Commercial general liability in the amount of \$1,000,000 per occurrence; **(claims made and modified occurrence policies are not acceptable).**

b. Automobile liability in the amount of \$1,000,000 combined single limit; **(claims made and modified occurrence policies are not acceptable).**

### **5.4 Additional Insurance Requirements.**

a. All insurance companies must be acceptable to AGENCY and have a Best's Guide Rating of A-Class VII or better, as approved by the AGENCY.

b. An Additional Insured Endorsement for ongoing and completed operations for the policies under Section 5.3(a) shall designate AGENCY, City of Garden Grove, their officers, officials, employees, agents and volunteers as additional insureds for liability arising out of work or operations performed by or on behalf of the CONSULTANT. CONSULTANT shall provide to the AGENCY proof of insurance and endorsement forms that conform to AGENCY's requirements, as approved by the AGENCY.

c. An Additional Insured Endorsement for the policy under Section 5.3(b) shall designate the AGENCY, City of Garden Grove, and their officers, officials, employees, agents and volunteers as additional insureds for automobiles owned, leased, hired, or borrowed by the CONSULTANT. CONSULTANT shall provide to AGENCY proof of insurance and endorsement forms that conform to AGENCY's requirements, as approved by the AGENCY.

d. For any claims related to this Agreement, CONSULTANT's insurance coverage shall be primary insurance as respects AGENCY, City of Garden Grove, their officers, officials, employees, agents and volunteers. Any insurance or self-insurance maintained by the AGENCY, its officers, officials, employees, agents or volunteers shall be in excess of the CONSULTANT's insurance and shall not contribute with it.

**5.5 Indemnification.** The CONSULTANT shall defend, indemnify and hold harmless the City of Garden Grove and their officers, employees, representatives and agents, from and against any and all actions, suits, proceedings, claims, demands, losses, costs, and expenses, including legal costs and attorneys' fees, for injury to or death of person(s), for damage to property (including property owned by the AGENCY) and for errors and omissions committed by CONSULTANT, its officers, anyone directly or indirectly employed by CONSULTANT, any contractor or subcontractor and agents or anyone for whose acts any of them may be liable, arising directly or indirectly out of or related to CONSULTANT's negligence in the performance under this Agreement, except to the extent of such loss as may be caused by AGENCY's own active negligence, sole negligence or willful misconduct, or that of its officers or employees.

**5.6 Remedies Relating to Insurance.** In addition to any other remedies the AGENCY may have if CONSULTANT fails to provide or maintain any insurance policies or policy endorsements to the extent and within the time herein required, the AGENCY may, at its sole option:

a. Obtain such insurance and deduct and retain the amount of the premiums for such insurance from any sums due under this Agreement.

b. Order the CONSULTANT to stop work under this Agreement and/or withhold any payment(s) which become due to CONSULTANT hereunder until CONSULTANT demonstrates compliance with the requirements hereof.

c. Terminate this Agreement.

Exercise of any of the above remedies, however, is an alternative to any other remedies the AGENCY may have and are not the exclusive remedies for CONSULTANT's failure to maintain or secure appropriate insurance policies or endorsements. Nothing herein contained shall be construed as limiting in any way the extent to which CONSULTANT may be held responsible for payment of damages to persons or property resulting from CONSULTANT's or its subcontractors' performance of work under this Agreement.

## **6.0 RECORDS AND REPORTS.**

**6.1 Reports.** CONSULTANT shall periodically prepare and submit to the Contract Officer such reports concerning the performance of the services required by this Agreement as the Contract Officer shall require.

**6.2 Records.** CONSULTANT shall keep such books and records as shall be necessary to perform the services required by this Agreement and enable the Contract Officer to evaluate the cost and the performance of such services. Books and records pertaining to costs shall be kept and prepared in accordance with generally accepted accounting principles. The Contract Officer shall have full and free access to such books and records at all reasonable times, including the right to inspect, copy, audit and make records and transcripts from such records. CONSULTANT shall retain all books and records relating to the services for three (3) years after the expiration of this Agreement, except that: if any litigation, claim, negotiation, audit or other action has been commenced before the expiration of such three (3) year period, all books and records pertaining to the services shall be retained until completion of such action and resolution of all issues which arise from it, or until the end of three (3) years from the commencement of such action, whichever is later.

**6.3 Ownership of Documents.** Originals of all drawings, specifications, reports, records, documents and other materials, whether in hard copy or electronic form, which are prepared by CONSULTANT, its employees, subcontractors and agents in the performance of this Agreement, shall be the property of AGENCY and shall be delivered to AGENCY upon the termination of this Agreement or upon the earlier request of the Contract Officer, and CONSULTANT shall have no claim for further employment or additional compensation as a result of the exercise by AGENCY of its full rights of ownership of the documents and materials hereunder. CONSULTANT may retain copies of such documents for its' own use. CONSULTANT shall have an unrestricted right to use the concepts embodied herein. CONSULTANT shall cause all subcontractors to assign to AGENCY any documents or materials prepared by them, and in the event CONSULTANT fails to secure such assignment, CONSULTANT shall indemnify AGENCY for all damages suffered thereby.

**6.4 Release of Documents.** The drawings, specifications, reports, records, documents and other materials prepared by CONSULTANT in the performance of services under this Agreement shall not be released publicly without the prior written approval of the Contract Officer or as required by law. CONSULTANT shall not disclose to any other private entity or person any information regarding the activities of the AGENCY, except as required by law or as authorized by the AGENCY.

## **7.0 ENFORCEMENT OF AGREEMENT**

**7.1 California Law.** This Agreement shall be construed and interpreted both as to validity and to performance of the parties in accordance with the laws of the State of California. Legal actions concerning any dispute, claim or matter arising out of or in relation to this Agreement shall be instituted in the Superior Court of the County of Orange, State of California, or any other appropriate court in such county, and CONSULTANT covenants and agrees to submit to the personal jurisdiction of such court in the event of such action.

**7.2 Waiver.** No delay or omission in the exercise of any right or remedy of a nondefaulting party on any default shall impair such right or remedy or be construed as a waiver. AGENCY's consent or approval of any act by CONSULTANT requiring AGENCY's consent or



approval shall not be deemed to waive or render unnecessary AGENCY's consent to or approval of any subsequent act of CONSULTANT. Any waiver by either party of any default must be in writing and shall not be a waiver of any other default concerning the same or any other provision of this Agreement.

**7.3 Rights and Remedies are Cumulative.** Except with respect to rights and remedies expressly declared to be exclusive in this Agreement, the rights and remedies of the parties are cumulative and the exercise by either party of one or more of such rights or remedies shall not preclude the exercise by it, at the same or different times, of any other rights or remedies for the same default or any other default by the other party.

**7.4 Termination Prior To Expiration Of Term.** CONSULTANT may terminate this Agreement at any time, without cause, upon thirty (30) days' written notice to AGENCY, or upon the default of the AGENCY, upon ten (10) days' written notice. AGENCY may terminate this Agreement at any time, with or without cause, upon three (3) days' written notice to CONSULTANT. Upon receipt or delivery of any notice of termination, CONSULTANT shall immediately cease all services hereunder except such as may be specifically approved by the Contract Officer. CONSULTANT shall be entitled to compensation for all services rendered prior to the notice of termination and for any services authorized by the Contract Officer thereafter in accordance with the Scope of Services or such as may be approved by the Contract Officer.

**7.5 Attorneys' Fees.** If either party commences an action against the other party arising out of or in connection with this Agreement, the prevailing party shall be entitled to recover reasonable attorneys' fees and costs of suit from the losing party.

## **8.0 OFFICERS AND EMPLOYEES; NON DISCRIMINATION**

**8.1 Non liability of Officers and Employees.** No director, officer, agent, or employee of the AGENCY shall be personally liable to the CONSULTANT, or any successor in interest, in the event of any default or breach by the AGENCY or for any amount which may become due to the CONSULTANT or to its successor, or for breach of any obligation of the terms of this Agreement. No officer, director, agent, or employee of the CONSULTANT shall be personally liable to the AGENCY, or any successor in interest, in the event of any default or breach by the CONSULTANT or for any amount which may become due to the AGENCY or to its successor, or for breach of any obligation of the terms of this Agreement.

**8.2 Conflict of Interest.** No officer or employee of the AGENCY shall have any personal interest, direct or indirect, in this Agreement nor shall any such officer or employee participate in any decision relating to the Agreement which effects his personal interest or the interest of any corporation, partnership or association in which he is, directly or indirectly, interested, in violation of any State statute or regulation. The CONSULTANT warrants that it has not paid or given and will not pay or give any third party any money or other consideration for obtaining this Agreement.

**8.3 Covenant Against Discrimination.** CONSULTANT covenants that, by and for itself, its heirs, executors, assigns, and all persons claiming under or through them, that there shall be no discrimination against or segregation of, any person or group of persons on account of race, color, religion, sex, sexual orientation, marital status, national origin, ancestry, familial status, or disability in the performance of this Agreement. To the extent required by law, CONSULTANT

shall take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, marital status, national origin, ancestry, familial status, or disability.

## 9.0 MISCELLANEOUS PROVISIONS

**9.1 Notice.** Any notice, demand, request, consent, approval or communication either party desires or is required to give to the other party or any other person shall be in writing and either served personally or sent by prepaid, first class mail to the address set forth below. Either party may change its address by notifying the other party of the change of address in writing. Notice shall be deemed communicated by the third business day following mailing, or if notice is given in another manner, when received.

To AGENCY:

CITY OF GARDEN GROVE  
11222 Acacia Parkway  
Garden Grove, California 92840  
Attention: Economic Development Department

To CONSULTANT:

GARDEN GOVE CHAMBER OF COMMERCE  
12866 Main Street, Suite 102  
Garden Grove, CA 92840  
Attention: Connie Margolin, President/CEO

**9.2 Integrated Agreement.** This Agreement contains all of the agreements of the parties and all previous understandings, negotiations and agreements are integrated into and superseded by this Agreement. This Agreement includes the Scope of Services attached hereto as Exhibit "A."

**9.3 Amendment.** This Agreement may be amended at any time by the mutual consent of the parties by an instrument in writing signed by both parties.

**9.4 Severability.** In the event that any one or more of the phrases, sentences, clauses, paragraphs, or sections contained in this Agreement shall be declared invalid or unenforceable by a valid judgment or decree of a court of competent jurisdiction, such invalidity or unenforceability shall not affect any of the remaining phrases, sentences, clauses, paragraphs, or sections of this Agreement which are hereby declared as severable and shall be interpreted to carry out the intent of the parties hereunder.

**9.5 Authority.** The persons executing this Agreement on behalf of the parties hereto warrant that they are duly authorized to execute this Agreement on behalf of said parties and that by so executing this Agreement the parties hereto are formally bound to the provisions of this Agreement.

**9.6 Captions and Titles.** Captions and titles are inserted solely for convenience and do not affect the construction or interpretation of any provision of this Agreement.

**IN WITNESS WHEREOF**, the parties have executed this Agreement as of the date first set forth above.

**AGENCY:**

**CITY OF GARDEN GROVE**, a municipal corporation

By: \_\_\_\_\_  
Matthew Fertal, Agency Director

**ATTEST:**

\_\_\_\_\_  
Agency Secretary


Date: \_\_\_\_\_

**APPROVED AS TO FORM:**

  
\_\_\_\_\_  
Agency Counsel

**CONSULTANT:**

**GARDEN GROVE CHAMBER OF COMMERCE**, a California nonprofit corporation

By: Connie Margolin 

Title: President/CEO

Date: \_\_\_\_\_

If CONSULTANT is a corporation, a Corporate Resolution and/or Corporate Seal is required. If a partnership, a Statement of Partnership must be submitted to AGENCY.

**ATTACHMENT "A"**  
**SCOPE OF SERVICES**



Over 100 YEARS OF SERVICE

# Garden Grove Chamber of Commerce

(714) 638-7950 • Fax (714) 636-6672

[www.gardengrovechamber.org](http://www.gardengrovechamber.org)

## Scope of Services

The Garden Grove Chamber is the voice of Business in our City. We are working to create a business climate that attracts new businesses and enhances growth and expansion opportunities for existing businesses.

The goals of the Chamber are:

- Create a strong local economy
- Promoting the community
- Providing networking opportunities
- Representing the interests of business with government

The Garden Grove Chamber of Commerce is pleased to have served the Economic Development Department, Redevelopment Agency and the City of Garden Grove this past year. The Ambassador Business Retention Bureau (ABRB) has evolved into a detailed contractual agreement. The Garden Grove Chamber of Commerce will provide the following specific services for Fiscal Year 2010-2011 as part of the Ambassador Business Retention Bureau (ABRB) program.

Maintain Ambassador Business Retention Bureau (ABRB) relations with the business community.

Contact local businesses, especially small and mid-sized companies, to assess their needs and concerns.

Welcome new businesses and meet with existing businesses within the City regardless of Chamber membership, to assess their needs.

Transmit information in a timely manner, but at least in a monthly written report, regarding AGENCY-related and/or business retention issues that arise during business contacts to the AGENCY and business retention staff.

The Small Business Administration working together with the Chamber provides SCORE counseling three days a month, in the Chamber office. Existing and new business owners receive information on marketing and business plans.

The Chamber produces the Garden Grove City Map, which is distributed free of charge at the Chamber, City Hall and at Garden Grove hotels.

A nationwide 800 number is available to assist visitors with questions about Garden Grove.

The Chamber sponsors a minimum of forty community promotional events each year.

The Chamber's Web Site, [www.gardengrovechamber.org](http://www.gardengrovechamber.org) is linked to the City of Garden Grove, California Department of Tourism and community organizations. The Chamber has developed an additional Web Site presence [www.GardenGroveAdvocacy.biz](http://www.GardenGroveAdvocacy.biz) which lists detailed information and the Chamber's positions on legislative issues in the state, country and internationally.

The ABRB team will meet with AGENCY staff monthly, or as needed, to share information and work to address the needs and concerns of individual businesses.

Monthly reports will be reviewed by the Chamber President and the Economic Development Manager to monitor progress and adjust services as needed.

CONSULTANT shall follow-up with individual businesses as a matter of goodwill and customer service.

Provide names of businesses to AGENCY interested in relocating to or moving from Garden Grove. A report of ABRB activities will be presented periodically to AGENCY to indicate level of service.

The CONSULTANT will assist in the promotion of redevelopment information and AGENCY activities, whenever possible.

Prepare statistical data, information, and literature for visitors that enhance the image of the City through tourist-related services and products to support their visit while in Garden Grove.

Involve other CONSULTANT or AGENCY staff as needed.

The Garden Grove Chamber is celebrating our 104<sup>th</sup> year of service. We continue successfully helping develop a positive business climate, while considering the needs of local residents, and the City itself. The Chamber is seeking a two year contract. The compensation the 2010/2011 fiscal year would be forty four thousand one hundred dollars (\$44,100.00) for these services.