

NO: R248

COUNCIL DATE: **DECEMBER 16, 2013**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **December 9, 2013**

FROM: **General Manager, Parks, Recreation and Culture** FILE: **8000-50**

SUBJECT: **Contract No. 1220-30-41-10 – Operation of Outdoor Pools**

RECOMMENDATION

The Parks, Recreation and Culture Department recommends that Council authorize staff to exercise the option, which is contained in contract no. 1220-30-41-10 with Tide's Out Services Ltd. for the operation of the City's eight outdoor pools, that allows for the contract to be extended to cover the years 2014 and 2015 with terms and conditions as generally described in this report.

INTENT

The purpose of this report is to seek approval to extend the contract with Tide's Out Services for the operation the City's outdoor pools for the years 2014 and 2015.

BACKGROUND

The City has eight outdoor pools that have been operated by a private contractor since 1997. This operating model has proven to be an efficient and effective method of service delivery at these pools.

In November 2010, a Request for Proposals (RFP) was issued for the operation of the outdoor pools. The RFP was advertised on the City's web-site as well as on the BC Bid web-site. Based on that RFP, Tide's Out Services Ltd. ("Tide's Out") was awarded a contract no. 1220-30-41-10 for the operation of the pools for a period of three (3) years, being 2011, 2012 and 2013. That contract contains an option in favour of the City for an extension of up to two (2) additional years, being 2014 and 2015. A copy of the Corporate Report that Council considered in advance of approving the award of the contract is attached to this report as Appendix "A" (Corporate Report No. R26:2011 titled "Contract No. 1220-30-41-10 – Operation of Outdoor Pools") that provides additional information about the contract.

The contract generally provides for the contractor to undertake the following:

- (a) Maintain all outdoor pool facilities in a first rate manner in respect to operation, cleanliness and services;
- (b) Ensure water quality is safe and compliant with the current B.C. Health Act, R.S.B.C. 2010, Pool Regulations;

- (c) Comply with all applicable procedures with regard to health, safety, security, emergency and evacuation;
- (d) Ensure that the operations are conducted by professionally trained and competent staff, and lifeguards who hold NLS and C.P.R. Basic Rescuer;
- (e) Provide a variety of programs including learn-to-swim lessons (i.e., children's swim lessons, adult lessons, lifesaving, lifeguard training at various levels including novice, intermediate, advanced);
- (f) Optimize revenues generated from the various programs;
- (g) Outreach to the various diversified communities, which includes providing access to low income families; and
- (h) Ensure efficient outdoor pool operations.

DISCUSSION

Tide's Out has held the contract to operate the City's outdoor pools since 2006 and has undertaken such operations with very satisfactory results. The contract amount payable by the City for 2014 will be \$755,174 (excluding applicable taxes). This amount is based on the amount that was paid by the City in 2013 adjusted by the Consumer Price Index ("All Items" category) for Vancouver for the 12-month period ending November 30, 2013. An adjustment for inflation based on the Consumer Price Index ("All Items" category) for Vancouver for the 12-month period ending December 31, 2014 will be applied to the contract amount for 2015. Staff is satisfied that the extension of the contract with Tide's Out as recommended in this report represents good value to the City.

SUSTAINABILITY CONSIDERATIONS

The contract for the provision of outdoor pool operations contributes to the Socio-Cultural Pillar of the Sustainability Charter. Outdoor pools provide accessible and affordable recreation for Surrey residents and are a community gathering place for children, youth and families. The recommendations of this report if adopted will assist in achieving the objectives of the City's Sustainability Charter; more specifically the following scope action items:

SC7: Participation in Leisure Programs:

- *Increasing opportunities for access to leisure for all residents; and*

SC11: Improve Public Safety and Security:

- *Ensure that the operations are conducted by professionally trained staff improving the safety of all participants.*

CONCLUSION

Based on the above discussion, it is recommended that Council authorize staff to exercise the option, which is contained in contract no. 1220-30-41-10 with Tide's Out Services Ltd. for the operation of the City's eight outdoor pools, that allows for the contract to be extended to cover the years 2014 and 2015 under terms and conditions as generally described in this report.

Laurie Cavan
General Manager
Parks, Recreation and Culture

Attachment:

Appendix A – Corporate report No. R26:2011 titled “Contract No. 1220-30-41-10 – Operation of Outdoor Pools”



CORPORATE REPORT

NO: R26

COUNCIL DATE: February 7, 2011

REGULAR COUNCIL

TO: Mayor & Council DATE: January 27, 2011
FROM: General Manager, Parks, Recreation and Culture FILE: 1220-01
SUBJECT: Contract No. 1220-30-41-10 – Operation of Outdoor Pools

RECOMMENDATION

The Parks, Recreation and Culture Department recommends that Council authorize staff to enter into a three-(3) year contract with an option for a two-year extension in favour of the City with Tide's Out Services Ltd. for the operation of the City's eight outdoor pools with terms and conditions as generally described in this report.

INTENT

The purpose of this report is to seek approval from Council for staff to enter into a contract for the operation of the City's eight outdoor swimming pools.

BACKGROUND

The City's eight outdoor pools have been operated by a private contractor since 1997 with this operating model having proven to be an efficient and effective method of service delivery. The current contract for the operation of the City's outdoor pools expired on September 15, 2010.

In November 2010, a Request for Proposals (RFP) was issued for the operation of the outdoor pools. The RFP was advertised on the City's web-site as well as on the BC Bid web-site.

The objectives as articulated in the RFP are to:

- (a) Maintain all outdoor pool facilities in a first rate manner in respect to operation, cleanliness and services;
- (b) Ensure water quality is safe and compliant with the current B.C. Health Act, R.S.B.C. 2010, Pool Regulations;
- (c) Comply with all applicable procedures with regard to health, safety, security, emergency and evacuation;
- (d) Ensure that the operations are conducted by professionally trained and competent staff, and lifeguards who hold NLS and C.P.R. Basic Rescuer certificates in accordance with Provincial Regulations;
- (e) Provide a variety of programs including learn to swim lessons, i.e., child-swim, life saving, lifeguard training at various levels (elementary, intermediate, advanced);

- (f) Optimize revenues generated from participants of the various programs;
- (g) Outreach to the various diversified communities, which will include providing access to low income families; and
- (h) Ensure efficient outdoor pool operations.

DISCUSSION

As a result of the RFP the City received one proposal from the company, Tide's Out Services Ltd. Tide's Out held the contract to operate the City's outdoor pools between 2006 and 2010 with very satisfactory results and has extensive experience in outdoor pool operations. Staff is not surprised at the limited response to the RFP based on the limited capacity in the market for providing such services. The RFP evaluation team comprising of staff from Parks, Recreation and Culture, Facilities and Purchasing evaluated the proposal based on the following areas:

- a) Experience, Reputation & Resources;
- b) Technical ability in relation to the requirements of the contract; and
- c) Costs.

The proposal from Tide's Out Services Ltd. has met or exceeded threshold expectations in all three areas. The contract fee for 2011 is \$696,365 (excluding tax). This compares favourably with prior years pricing taking into account inflation. An adjustment for inflation based on the Consumer Price Index ("All Items" category) will apply to years two and three of the contract. Staff is satisfied that Tide's Out is fully capable of undertaking all aspects of the contract and that the price as quoted is reasonable.

Duration of Agreement

The contract has a three (3) year term with an option in the City's favour to renew the contract for an additional two (2) years beyond the first three years.

SUSTAINABILITY CONSIDERATIONS

The contract for the provision of outdoor pool operations contributes to the Socio-Cultural Pillar of the Sustainability Charter. Outdoor pools provide accessible and affordable recreation and are a community gathering place for children, youth and families.

CONCLUSION

Based on the above discussion, it is recommended that Council authorize staff to enter into a three-(3) year contract with an option for a two-year extension in favour of the City with Tide's Out Services Ltd. for the operation of the City's eight outdoor pools with terms and conditions as generally described in this report.

Laurie Cavan
General Manager
Parks, Recreation and Culture

cc General Manager, Finance & Technology
Manager, Purchasing & Payments

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