

# Requests for Proposal (RFP)

## Swimming Pool Management Services

### 1.0 INTRODUCTION

Sideburn Run Recreation Association (SRRA) operates a community pool at 10603 Zion Drive in Fairfax, VA. The SRRA Board of Directors are currently seeking proposals for professional swimming pool management services for a four year period beginning in the Spring 2019 as described in the “Scope of Work” below. SRRA fully believes that maintaining the swimming safety of our members is the first and foremost objective of this contract. We have an active board of directors that is willing to take hands on approach to work with the selected vendor to meet this objective. With this RFP request, we are looking for a professional pool management vendor to provide industry standard pool management and operation services, at cost competitive price.

While we believe this specification reflects the services and interests of Sideburn Run Recreation Association, we wish for all vendors responding to submit what they believe to be their standard pool management services that would most benefit our organization. This process enables us to compare contractors on fair and equitable bases. If there is any section in this specification that you feel needs improvement, we welcome your comments.

### 2.0 DUE DATE AND TIME LINE

Your bid proposal shall be due on or before **February 1 at 5:00 PM**. Please submit your proposal to SRRA, P.O. BOX 157, Fairfax Station, VA 22039 and/or email in PDF format to [board@sideburnrun.com](mailto:board@sideburnrun.com).

Should you have any questions concerning these specifications, you may contact Kenneth Simonsen, SRRA Operations Chairperson, at [operations@sideburnrun.com](mailto:operations@sideburnrun.com).

The following is the Board’s anticipated Timeline. All Proponents are to understand that the dates following the Proposal Due Date are subject to change although anticipated deviations in the schedule are expected to be minimal.

EVENT	DATE
Issuance of RFP	January 10, 2019
Facility Walk Through Date	January 19, 2019 (prearrangement required)
Proposal Due Date	February 1, 2019
Evaluation Team Recommendation	February 21, 2019
Contract Award	March 1, 2019
Intended Date to Begin Contract Services	Date determined by chosen vendor
Opening Day of Pool	May 25, 2019 (Saturday before Memorial Day)

## 3.0 EVALUATION PROCESS

### 3.1 EVALUATION PROCEDURE

The 2019 SRRA Board of Directors will be the evaluators of all submissions. We will contact individual companies if we have questions or follow-up in a timely manner.

The board will evaluate all proposals and determine whether to award the contract to the best proposal or to seek a best and final offer before awarding a contract. Selection and award will be based on the offeror's proposal and other items outlined in this RFP.

### 3.2 EVALUATION CRITERIA

The evaluators will review and evaluate the offers according to the following criteria:

- Company Service Qualifications
- References
- Years in business
- Experience and Training of Pool Managers and Lifeguards
- Organization
- Cost Analysis

## 4.0 PROPOSAL CONTENTS

Please include the following:

- Your Response to the RFP
- References / Pools Currently Managed in 2018
- List of Key Company Management Team Members
- A One Page Cost Summary
  - Annual Cost to provide operations management of the pool:
    - 2019 \$ \_\_\_\_\_
    - 2020 \$ \_\_\_\_\_
    - 2021 \$ \_\_\_\_\_
    - 2022 \$ \_\_\_\_\_
    - Total Cost for four years of Pool Management and Operations \$ \_\_\_\_\_
- A Detail Cost (vendors format as applicable)
  - Cover all items that may require additional costs not covered under the basic contract

## SCOPE OF WORK

### 1.0 SEASON DURATION & HOURS OF OPERATION

Vendor will maintain the swimming pool facilities from the Saturday preceding Memorial Day through Labor Day Monday, inclusive, during the following hours:

- A. While the local Public Schools are in full session in the spring, the facility will be open:

#### SCHOOL HOURS (Spring)

Mondays - Thursdays	3:30	pm	to	8:00	pm
Lap Swim (MWF)	1:30	pm	to	3:30	pm
Fridays	3:30	pm	to	9:00	pm
Saturdays	11:30	am	to	9:00	pm
Sundays	11:30	am	to	8:00	pm
Memorial Day	11:30	am	to	8:00	pm

- B. When the local Public Schools conclude its regular school year, until it returns to full session, the facility will be open:

#### SUMMER HOURS (June & July)

Mondays - Thursdays	11:30	am	to	8:30	pm
Fridays - Sundays	11:30	am	to	9:00	pm
Independence Day	11:00	am	to	7:00	pm

#### SUMMER HOURS (August)

Mondays - Thursdays	11:30	am	to	8:00	pm
Fridays - Sundays	11:30	am	to	9:00	pm

- C. While the local Public Schools are in full session, the facility will be open:

#### SCHOOL HOURS (Summer)

Mondays - Thursdays	2:00	pm	to	8:00	pm
Fridays	2:00	pm	to	9:00	pm
Saturdays	11:00	am	to	9:00	pm
Sundays	11:00	am	to	8:00	pm
Labor Day	11:00	am	to	7:00	pm

## 2.0 POOL OPENING

SRRA seeks the Vendor to provide pool opening services that are normal pre-season services provided by Vendor which meet standard industry practices.

2.1 Vendor shall prepare for SRRA a comprehensive report each off season on the condition of the physical plant. Such reports shall consist of item-by-item descriptions and associated costs for necessary repairs and suggested enhancements.

2.2 Vendor shall include in their response to this RFP a detailed list of services provided by vendor to prepare the swimming pool and facilities for summer operation. The items listed below are intended to cover the basic services requested, but are not all inclusive. Please indicate whether additional services beyond standard contract are available and the cost of each.

1. Have pool(s) in operational condition and obtain required permits at least 5 days prior to the scheduled opening date.
2. Inspect the pool(s) and plumbing.
3. Drain the pool(s) and fill pool(s) after acid washing
4. Acid clean pool(s).
5. Check all equipment and facilities.
6. Reassemble diving boards, ladders, guard chairs.
7. Reassemble filtration system accessories of pool(s).
8. Inspect bathhouses.
9. Reassemble plumbing fixtures routinely dismantled in winterizing.
10. Setup all furniture and umbrellas as well as any other movable accessories that were stored during the off-season.
11. Backwash and vacuum pool(s).
12. Cooperate with any contractors in readying pool(s) for operation.
13. Check previous year's inventory.
14. Inspect entire facility and advise SRRA of recommended repairs.
15. Remove and store winter pool cover at SRRA facility.
  - a. If SRRA desires off-site summer storage of this cover, Vendor shall furnish such off-storage at an additional summer season cost.
16. Order, store, and utilize necessary chemicals.
17. Ensure annual maintenance service has been completed on chemical feeders since prior season's end.
18. Conduct maintenance servicing to underwater pool lights.

### 3.0 OPERATION AND SUPERVISION

SRRRA seeks the Vendor to provide pool operation and supervisory services that are normal in-season services provided by Vendor which meet standard industry practices. Vendor shall include in their response to this RFP a detailed list of services provided by vendor to operate the swimming pool and facilities for the summer season. The items listed below are intended to cover the basic services requested, but are not all inclusive. Please indicate whether additional services beyond standard contract are available and the cost of each.

Vendor supervisory personnel shall make on-going site inspections of the pool and facility to ensure that the pool operation conforms to the standards set forth below.

- A. Be responsible for the safe and efficient mechanical operation of the facility.
- B. Ensure that all phases of pool operation conform to local regulations.
- C. Maintain an orderly appearance of the area within the pool enclosure. This includes the following:
  1. Vacuuming the pool as necessary. This will be achieved by incorporating into the staff members' regularly scheduled workweek an allotment of time necessary to achieve this activity.
  2. Attending to cleanliness of the facility on an ongoing basis during the day by incorporating into the staff rotational shifts the cleaning up of debris, tidying up, replenishing janitorial supplies, and establishment of special clean-up projects earmarked for completion each day.
  3. Performing evening clean-up activities including pine oil applications in the restrooms, cleaning bathroom fixtures, replenishing supplies, bucketing off the pool deck, emptying trash cans, brushing down the interior pool walls and base, and completing any other normal necessary cleaning.
- D. Ensure proper backwashing of filters, vacuuming of pool, and mechanical operation.
- E. Supervise all lifeguard personnel and instructors employed by Vendor. Once the season has opened for regular hours of operation, Vendor shall make supervisory site visits to the facility with regular frequency. Attention to safety, health and general maintenance of the physical plant will be the focus of these reviews. It is expressly agreed that NVP is not responsible for supervising the activities of any coaches or other employees, volunteers, or contractors retained by SRRRA. Vendor will provide a list of concerns to the SRRRA Board of any found during these visits.
- F. Ensure the staff is trained to meet professional standards.
- G. Investigate all major complaints and report to the SRRRA liaison or representative.
- H. Give personal attention to gate procedures as outlined by SRRRA.
- I. Ensure lifeguards are in uniforms for quick identification.
- J. Keep and submit records and reports in accordance with local regulations and the SRRRA requirements.
- K. Post the results of each County Health inspection.
- L. Inspect chemical feeders regularly.

- M. Submit one duplicate copy of all completed major accident reports to the SRRRA liaison or representative.
- N. Instruct and supervise all Vendor personnel as to proper methods and procedures to be employed in the enforcement of the pool rules and regulations. Vendor will at all times strive to apply the SRRRA policies in regard to the operation of the pool and its facilities.
- O. Provide courteous, reasonable and mature enforcement of all written and posted rules of SRRRA. All pool rules, regulations, and policies shall be established by SRRRA. Except for safety issues, any disagreement between Vendor and the OWNER as to the interpretation and enforcement procedures of these rules shall be decided by SRRRA. SRRRA may repeal, rescind or amend any rules or regulations that are objectionable to Vendor upon good cause shown.
- P. Have the authority to temporarily exclude any person from the use of the pool and its facilities, if such exclusion is necessary for pool safety or to preserve the peace and dignity of the pool's atmosphere. Such exclusion will not exceed 72 hours in duration except where formal approval of the SRRRA has been given.

#### **4.0 SUPPLIES AND MATERIALS**

All costs for sodium hypochlorite (liquid chlorine) to maintain disinfectant residuals in compliance with Health Department Standards during the operating season set forth under Section 1 shall be included within the basic contract price.

Vendor shall order all other chemicals necessary to properly treat and balance the pool water in compliance with Health Department Standards. SRRRA will be invoiced directly by Vendor for all other chemicals.

Vendor will order and/or procure first aid equipment and supplies and janitorial supplies on behalf of SRRRA and at the expense of SRRRA.

## 5.0 EMERGENCY CLOSING OF POOL

In general, SRRA requests that each Vendor provide a list of events which would necessitate a pool closing and the procedures for same. The items listed below are intended to cover the basic services requested, but are not all inclusive.

**MECHANICAL FAILURE:** SRRA and/or Vendor may close the pool and facility in an emergency situation, whether the emergency is caused by breakdown of equipment, or by other causes outside of each's control. This shall not require any change or adjustment in any of the provisions of the agreement.

Should a time lapse of more than seven (7) continuous days be necessary to perform repairs and/or restore pool to normal operation, and Vendor is performing said repairs, Vendor shall refund to SRRA fifty percent (50%) of the daily basic contract cost (on a prorated basis) until such time as the pool and facility is reopened for normal operation. If Vendor is deemed liable for this extended closing by fault or negligence, SRRA is not obligated to pay any portion of the daily contract fee until the pool is restored to normal operation and the contract reverts to full force and effect.

**INCLEMENT WEATHER:** Vendor is authorized to close the pool facility, including deck, pavilion, and pool house facilities excluding the guard room, and clear it of all patrons, on a temporary basis, when it determines that inclement weather threatens the health or safety of pool patrons. Vendor has the sole discretion to determine when inclement weather or emergency situations warrant closing of the pool and facility. Vendor agrees to reopen the pool within 45 minutes after the last indication of this inclement weather, so long as at least 60 minutes of general swimming time are remaining. Vendor agrees to notify the SRRA designated liaison or representative when said closings exceed two hours.

## 6.0 END OF SEASON POOL CLOSING

SRRRA seeks the Vendor to provide closing and winterization services that are normal post-season services provided by Vendor which meet standard industry practices. Vendor shall include in their response to this RFP a detailed list of services provided by vendor to close the swimming pool and facilities for the summer season. The items listed below are intended to cover the basic services requested, but are not all inclusive. Please indicate whether additional services beyond standard contract are available and the cost of each.

- A. Prepare an accurate inventory of stored equipment and supplies.
- B. Order storing of and preventive maintenance for pumps during the off-season with a certified pump contractor recommended by Vendor (cost of storage and any pump servicing borne by SRRRA).
- C. Uncover and drain strainer and chemical feeders. Vendor shall provide preventive maintenance service to these chemical feeders and the cost for these services (both parts and labor) shall be over and above the basic contract price.
- D. Drain all pool filtration lines in the filter room that require draining and are so constructed that they can be drained. Bathhouse freshwater plumbing lines will also be drained (if designated and constructed for draining).
- E. Drain pool filters (if designed for draining).
- F. Fill all bathhouse plumbing fixtures and drain traps with non-toxic anti-freeze.
- G. Drain drinking fountains (when designed for draining).
- H. Clean and remove skimmer baskets.
- I. Store all furniture and other non-stationary equipment and supplies at areas so designated by SRRRA.
- J. Open to 3/4 maximum all valves that are required to be opened.
- K. Store all diving boards.
- L. Store all furniture and umbrellas in the bathhouse as well as any other movable accessories suited to storage in the off-season.
- M. Install winterizing algicide.
- N. Reset pool cover over pool.
- O. Notify SRRRA upon completion of pool closing.
- P. Prepare for SRRRA a general report on the status of the facility and equipment and advise SRRRA of required repairs.
- Q. Complete winterization by November 15th, unless otherwise mutually agreed upon by Vendor and SRRRA.
- R. Perform regular monthly inspections of the pool and facility from November to February and provide to SRRRA written reports of any notable changes or damage to the physical plant. When possible, Vendor will also perform water balance tests of the pool water during these inspections. If chemical adjustments are necessary to bring the pool into balance, then Vendor shall make the necessary adjustments. SRRRA will be billed a fee for Vendor's making such adjustments and will bear the cost of any necessary chemicals furnished that were not in Vendor's stock.



## 7.0 PERSONNEL AND STAFFING

Each Vendor shall provide a detailed list of anticipated personnel required to manage the pool and vendor's and SRRA's respective responsibilities with regard to each.

All personnel employed by Vendor for work under this agreement shall be employed solely by Vendor and will be employees of Vendor. Vendor will be responsible for paying these employees and ensuring payment is provided for all Social Security, Unemployment Compensation Insurance, and other taxes incident to the work of such employees. Full-time personnel will be scheduled a 40-hour week while the local public high school is not in full session.

For the past few years, the pool management company has provided a staffing team with the approximate allocation:

- Manager 1 Full Time
- Assistant Manager 1 Full Time
- Head Lifeguard 1 Full Time
- Lifeguard 5 Full Time

In addition, part-time and substitute guards are used as needed to. Going forward, SRRA is looking for a variable number of guards depending on the season. For example, during the month of August, daily attendance slows down dramatically, and the level of staff (and cost) is not the same as the mid-summer weeks. SRRA is looking for suggestions on how to maintain the appropriate level of safety, but reduce the number of staff at the appropriate times. Please propose the level of staff under the basic contract with the above in mind.

All staff proposed as full-time and assigned to SRRA shall possess, at minimum, the following qualifications and characteristics:

- The Manager and Assistant Manager shall maintain the applicable local health department Pool Operator's Permit, a valid Lifeguard Training certificate issued by the American Red Cross or approved agency, and a valid certificate in Cardio-Pulmonary Resuscitation (CPR).
- All other lifeguard staff shall maintain a valid Lifeguard Training certificate issued by the American Red Cross or approved agency, a valid certificate in Cardio-Pulmonary Resuscitation (CPR), and display maturity and commitment to the successful operation of the SRRA facility.

## **8.0 MAINTENANCE AND REPAIR**

Once the pool has opened for the summer season, through the end of the swimming, preventive maintenance and routine minor repairs to equipment will be performed as part of the basic contract services, with SRRRA paying for the cost of parts and materials.

Preventive maintenance and routine minor repairs are defined as the performance of those minor operations which facilitate the smooth and continuous day-to-day functioning of facility equipment, and those minor operations designed to prevent mechanical failure. Preventive maintenance and routine minor repairs are those things which can be made by the pool manager or assistant during normal operating hours in less than one (1) hour and can be accomplished during either's regularly scheduled hours of work.

Repairs to or replacement of equipment, other than the type listed above, will be performed after an estimate of the cost to the SRRRA and approval of said repair by an authorized representative of the SRRRA. Vendor will arrange for the repair or replacement of defective equipment upon such approval; the cost of labor, parts and materials shall be borne by SRRRA.

## **9.0 INSURANCE AND WORKER'S COMPENSATION**

Vendor shall maintain Bodily Injury Liability Insurance and Property Damage Insurance in the amount anticipated as an industry standard starting in 2019. For the purposes of this RFP, we will assume a minimum of FIVE MILLION AND NO/100 Dollars (\$5,000,000.00), insuring covered matters involving personal injury to pool members or invitees and damage to equipment or property caused by Vendor or its employees. In addition, Vendor shall maintain appropriate employee insurance and worker's compensation insurance for all its employees working at SRRRA'S facility.