

NO: R033

COUNCIL DATE: February 22, 2021

REGULAR COUNCIL

TO: **Mayor & Council** DATE: **February 16, 2021**

FROM: **General Manager, Parks Recreation & Culture** FILE: **0700-80**

SUBJECT: **Award of Contract No. 1220-040-2020-062 – Operation of Surrey’s Outdoor Pools**

RECOMMENDATION

The Parks, Recreation & Culture Department recommends that Council:

1. Award Contract No. 1220-040-2020-062 Operation of Surrey’s Outdoor Pools to Tide’s Out Services Ltd. for a three-year term in the amount of \$2,641,003.48 including all applicable taxes for the operation of the City’s eight outdoor pools;
2. Set the expenditure authorization limit for the initial three-year term at \$2,905,153.00 (including all applicable taxes and contingency);
3. Approve the option to extend Contract No. 1220-040-2020-062 for two additional one-year terms at the City’s discretion to a maximum amount of \$982,823 per year including all applicable taxes, contingency and Consumer Price Index (“CPI”) increases; and
4. Authorize the General Manager, Parks, Recreation & Culture to execute and sign Contract No. 1220-040-2020-062 and approve all optional extensions related to Contract No. 1220-040-2020-062 within the approved annual expenditure authorization limit subject to satisfactory service provision by Tide’s Out Services Ltd.

INTENT

The purpose of this report is to obtain approval from Council to award Contract No. 1220-040-2020-062 to Tide’s Out Services Ltd. for a three-year term from 2021 to 2023 for the operation of the City’s eight outdoor pools, with the option of two additional one-year terms at the City’s discretion.

BACKGROUND

The City’s eight outdoor pools have been operated by a private contractor since 1997. This operating model has proven to be an efficient and effective method of service delivery. The current contract for operation of the City’s outdoor pools expires on March 30, 2021.

DISCUSSION

There are eight outdoor pools in Surrey, located in parks throughout the City (as shown on the map in Appendix “I”). The outdoor pools were built between 1967 and 1973 and remain a significant community recreation asset. The outdoor pools provide free opportunities for public swimming and lane swimming in addition to fee-for-service learn-to-swim lessons and aquatic sport practice. The facilities are well used by the community as demonstrated in 2019 (the most recent year of full operation due to the COVID-19 pandemic in 2020) seeing 5,324 swim lesson registrants and over 150,000 public swim and sport users. The public swim and sport user trends are consistent with the previous years’ attendance in 2018 whereas the swim lesson have grown in popularity as show by an increase of 496 participants from 2018 (10% increase). Attendance at the outdoor pools trends lower in 2020 due to the COVID-19 pandemic resulting in reduced capacity and reduced program offerings to ensure safe participation and the operations of the outdoor pools. The outdoor pools were one of the first recreation facilities to reopen in the early stages of the pandemic when recreation opportunities were extremely limited. Outdoor swim opportunities were received very positively in the community and provided safe access to outdoor recreation for all ages throughout the summer. It is anticipated the outdoor pools will continue to be a significant part of our COVID-19 compliant recreational offerings in 2021.

QUOTATION RESULTS

Given the value and scope of the contract, a two-stage procurement process was used in seeking a contractor for operation of the outdoor pools. A Request for Expression of Interest (“RFEOI”) was issued in October 2020 and was posted on the City’s website and on the BC Bid website. Two proponents submitted initial proposals, with both proposals demonstrating the relevant expertise, capability and resources to undertake the project requirements. Both proponents were then invited to submit a more detailed proposal through the Request for Quotations (“RFQ”) process.

The objectives as articulated in the RFQ are to:

- a) Maintain all eight outdoor pool facilities in a first-rate manner in respect to operations, cleanliness and service;
- b) Ensure water quality is safe and compliant with the current Health Regulations under the British Columbia Health Act;
- c) Comply with all applicable procedures with regard to health, safety, security, emergency and evacuation; and
- d) Ensure the operations are conducted by professionally trained and competent staff, and lifeguards who hold National Lifeguard (NL) and C.P.R. “C” with Auto-External Defibrillator certifications.

RFQ RESULTS

The financial proposals from the two proponents are as follows:

Contractor	Proposed Amount (including all applicable taxes)
Recreation Excellence	\$3,131,081.48
Tide’s Out Services Ltd.	\$2,641,003.48

EVALUATION

The City's evaluation team, comprising of staff from Parks, Recreation & Culture and facilitated by Purchasing, evaluated the quotations based on the following criteria:

- a) Experience, Reputation and Resources;
- b) Technical ability in relation to the contract; and
- c) Cost.

The quotation from Tide's Out Services Ltd. has met or exceeded threshold expectations in all of the three areas. Staff are satisfied that Tide's Out Services Ltd. is fully capable of undertaking all aspects of the Contract and that the price as quoted demonstrated excellent value to the City for the service provided.

Staff also conducted a comparative cost analysis to evaluate the cost of third-party operation compared to the cost for the City to operate the outdoor pools. It is estimated that the cost for the City to operate the outdoor pools for the three-year term would be significantly higher than a contracted service.

The incumbent Tide's Out Services Ltd.'s past performance on the service provided to the City since 2006 has been satisfactory. They have no outstanding legal claims against the City and continue to provide the best overall value to the City. It is recommended that Tide's Out Services Ltd. be awarded Contract No. 1220-040-2020-062.

SUSTAINABILITY CONSIDERATIONS

The work of this Contract supports the objectives of the City's Sustainability Charter 2.0. In particular, this work relates to the Sustainability Charter 2.0 themes of 'Health and Wellness' and Built Environment and Neighbourhoods. Specifically, this Contract supports the following Desired Outcomes ("DO") and Strategic Directions ("SD"):

- Wellness and Recreation – DO₆: Residents participate in a wide range of recreation and leisure opportunities;
- Wellness and Recreation – DO₈: Residents feel a sense of belonging and connectedness and have opportunities for social interactions in their neighborhoods and community;
- Neighborhoods and Urban Design – SD₆: Provide a range of community amenities including culture, recreation, health, and educational facilities in each Town Centre; and
- Wellness and Recreation – SD 7: Activity support capacity-building in neighbourhoods and communities to encourage social connections.

FUNDING

Funding is available within the approved 2021 Parks, Recreation & Culture Operating Budget.

Laurie Cavan,
General Manager
Parks, Recreation & Culture

Appendix "I" – Map of Locations of Surrey's Eight Outdoor Pools

Map of Locations of Surrey's Eight Outdoor Pools

