



Report to: General Committee

Date Report Authored: December 3, 2014

SUBJECT: Award of Contract Extension #242-R-13 Thornlea Pool,
Building Maintenance and Pool Maintenance
PREPARED BY: Janice Carroll, Community Recreation Manager, West
ext. 6884

RECOMMENDATION:

- 1) THAT the report entitled “Award of Contract Extension #242-R-13 Thornlea Pool, Building Maintenance and Pool Maintenance” be received; and
- 2) AND THAT the contract for #242-R-13 Thornlea Pool, Building Maintenance and Pool Maintenance be extended to PPL Aquatic, Fitness & Spa Group Inc. for the estimated contract value of \$185,720.22 inclusive of HST for a period of one year (2015).
- 3) AND THAT the award be funded from the operating budget account 501-911-5314 - S/A Facility Maintenance as identified within the Financial Considerations Section subject to Council approval of the 2015 operational budget;
- 4) AND THAT the Director Recreation and Senior Manager, Purchasing & Accounts Payable be authorized to extend the contract for one (1) year subject to Council approval of the 2016 operating budget;
- 5) AND THAT Staff be authorized and directed to do all things necessary to give effect to this resolution.

PURPOSE:

The purpose of this report is to obtain Council approval to extend award #242-R-13 Thornlea Pool, Building Maintenance and Pool Maintenance for a period of one additional year at the same pricing from January 1, 2015 – June 30, 2015, followed by an increase of 1% from July 1, 2015 – December 31, 2015, as approved in the original award report.

BACKGROUND:

The City of Markham assumed full operation of the Thornlea facility (25m, lane pool and single gymnasium) from the Board of Education on July 1, 2013, which includes the maintenance of the facility. Prior to this the City of Markham had only been responsible for the program of the pool.

A Request for Proposal (RFP) was issued to the market with the intention that a contractor would provide the provision of maintenance services at the Thornlea Facility. The contractor is required to provide staff who are Certified Pool Operators, WHMIS and Certified in Standard First Aid.

The vendor scope is as follows:

- Staffing from 5:00 a.m. - 11:30 p.m., seven (7) days a week
- Inspection from Supervisors five (5) to seven days a week
- Property Watch and Inspections:
 - The Contractor shall be responsible for on-site walk-thru inspections of both the property's interior and exterior, to be performed on a daily basis.
- Pool Services and Maintenance:
 - The Contractor shall be responsible for all pool water testing and inspections - water assessments, balancing of chemicals, recording results to be performed on a daily basis.
- Facility Cleaning Services:
 - The Contractor shall be responsible for regular housekeeping and maintenance of the Premises, to be performed on a daily basis. The Premise shall always be kept in a tidy, clean, sanitary condition to the satisfaction of the Facility Coordinator.
- Property Maintenance:
 - The provision of basic services for completion of minor repairs and maintenance of both the property's interior and exterior, to be performed on an as-warranted basis.
- All Staff hiring, training, scheduling, and payroll.

City's responsibilities:

- The City will:
 - provide the Contractor with pool chemical supplies through the City's current contracts for these products;
 - provide the Contractor with paper and cleaning supplies through the City's current contracts for these products;
 - perform semi-annual customer satisfaction surveys as needed with the purpose of identifying and prioritizing areas for improvement for the Contractor;
 - have direct access to the Contractor's daily, monthly and annual Service records and logs in order to verify work completed;
 - endeavor to provide limited administrative storage based on availability. Use of a work area will be provided;
 - provide access to all equipment for use by staff administering the Services;
 - be responsible for the procurement and management of any Lifecycle repairs and major capital projects;
 - provide a list of approved contractors for repairs such as electrical, mechanical, plumbing, pool equipment, etc;
 - provide keys for access to all required areas. All keys will need to be assigned to an individual and recorded.

BID INFORMATION

Advertised	Electronic Tendering Network
Bids closed on	October 15, 2013
Number picking up bid documents	9
Number responding to bid	1*

*Purchasing Staff contacted 20 vendors with the majority of the responses indicating that the scope of work under this RFP was outside their scope of work and they did not have the in-house expertise and /or experience to manage the pool maintenance requirement of this RFP. Staff contacted property management firms who do condominium pool maintenance contracts; however, none of these firms had any experience with pool maintenance for Class "A" pools (Community Pool).

Note: Thornlea pool is a Class "A" pool and through Staff's research, there is only one (1) firm which has experience with Class "A" Pools, that being PPL Aquatic, Fitness & Spa Group Inc. All other Class "A" Pools are maintained by the owner (i.e. Municipality)

OPTIONS/ DISCUSSION:

While Staff have had some concerns over PPL Aquatic, Fitness & Spa Group Inc.'s performance, an evaluation meeting occurred on December 11, 2014 with the vendor and Recreation and Finance staff, City staff are confident that concerns have been addressed and performance will improve.

FINANCIAL CONSIDERATIONS AND TEMPLATE: (external link)

Staff recommends the contract for the Thornlea Pool, Building Maintenance and Pool Maintenance in the amount of \$185,720.22 inclusive of HST be awarded to PPL Aquatic, Fitness & Spa Group Inc.

The award will be funded from the operating budget account 501-911-5314 – S/A Facility Maintenance subject to Council approval of the 2015 operating budget as listed below:

Account Name	Account #	Cost of Award
S/A-Facility Mtce.	501-911-5314	181,600.08
1% 6month increase*		908.00
HST		3,212.14
Total		185,720.22

*1% increase for July 1 – Dec 31, 2015

HUMAN RESOURCES CONSIDERATIONS

Not Applicable

ALIGNMENT WITH STRATEGIC PRIORITIES:

Not Applicable

BUSINESS UNITS CONSULTED AND AFFECTED:

Finance Department has been consulted

RECOMMENDED BY:

19/01/2015

1/19/2015

X 

Mary Creighton
Director, Recreation Services

X 

Brenda Librecz
Commissioner, Community & Fire Services