QUESTIONS SUBMITTED FOR CLARIFICATION
5.25.23
(Please note the answers are in red.)

1) - According to the RFP, they are closed on Memorial Day, July 4th and Labor Day. I wanted to confirm that was the intention for the facility to be closed, or if the County wanted the center to be open? We would recommend that we run those holiday weekends on Sat/Sunday. I would also recommend closing early on New Years Eve and not having the full hours.

These dates indicate the days when county offices will not be open and county staff will not be working. The contractor is able set the hours of operation of the facility to include holidays.

2)- To confirm anticipated staffing levels, the County is wanting our submittal package to include a full-time aquatics director, a CSR to serve the front desk, and one lifeguard on each pool, with a third lifeguard/head guard to float between the pools and front desk as needed based on demand?

The management company is expected to develop a facility staffing plan based on hosting user groups (swim teams), programming, events, and open swim as it relates to standard safety ratios of swimmer to Lifeguard.

3)- I know we discussed rolling out various programming over time based on demand and interest, can you confirm the plan is to gauge interest and design the classes around feedback from the community? Also, we discussed any additional staffing for events and/or lessons would be paid by the individuals booking/paying for the event or lesson.

As soon as the management company is in place, they can begin working with the department to survey the public on programming interests and develop local partnerships and connections. This will enable the management company to develop a facility programming schedule and begin pre-planning, advertising, and pre-registering.

4)- We discussed the successful bidder will be responsible for janitorial service, whether done in-house or contracted out from a financial/management perspective.

The management company will be responsible for janitorial duties.

5)- I know we mentioned we use Civic Rec/REC1, as does the County. Adding another property to our account comes at a fairly large cost each year, and wanted to ask if this account and the required POS systems should be budgeted into our number for us to use our account/systems, or if the County wanted to provide this since they already have the same system?

If CivicRec is the preferred registration SAAS, it can be integrated into Spalding County's current account for the first fiscal year. We will re-evaluate at contract renewal for subsequent years.