

Questions for Swim Lessons RFP

1. The RFP states San Ramon will retain all registrations, however asks what contractor will charge residents for said services. These 2 items are in conflict and go hand in hand. Handbook also states City will bill all registrants and that Contractor will have dealings with lesson fees directly with residents.
 - a. The proposed fee structure should include what fees the public will pay and what the proposed revenue split between the Contractor and the City will be.
 - b. Per Addendum 1 – The City of San Ramon currently uses CivicRec to manage the registration process for customers. If the Respondent proposes an alternate registration process, that should be outlined in the *Proposed Approach* section.
2. Would the city compromise with regards to the schedule? Spring and Fall schedules are most difficult to accommodate as seen in 2022 at our partnership with the City of [redacted].
 - a. The City of San Ramon would like to continue to offer a Spring and Fall Swim Lesson Program. Respondents should include a proposed schedule within the *Proposed Approach* section.
3. RFP states City will provide lifeguard services - is there on site pool management there? What is the chain of command on site?
 - a. The lifeguard service includes a lead lifeguard when the aquatic facilities are open. Pool management staff is generally onsite 8:30am-5:00pm Monday through Friday.
 - b. The City of San Ramon's lifeguard staff is responsible for providing care and responding to emergency situations. Swim lesson staff would be responsible for following the directions of the lifeguards.
4. How many lessons did each pool accommodate at one time? How many students were enrolled in each lesson? How long were the lessons?
 - a. San Ramon Olympic Pool – Lap Pool: Current provider offers 3-4 lessons at one time.
 - b. Dougherty Valley Aquatic Center – 50M with Play Pool: Current provider offers 3-4 lessons at one time.
 - c. Students enrolled in group lessons ranged from 4-7 depending on the lesson level.
 - d. Lessons were 30min in length.
5. Will there be a walkthrough of both facilities prior to the submission deadline?
 - a. There is no current walk-through scheduled.
6. Fee structure for said services, just to clarify is; City will pay a flat fee per year, City is requesting profit share of revenue, Contractor will collect funding from residents who register?
 - a. Respondent's proposed fees should be all inclusive of costs to provide the services. Respondent should propose how the revenue will be split between the contractor and City – a revenue share model is typically used.

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- b. The proposed revenue split between the City and Contractor should take into consideration whether the City or Contractor is managing the registration process and collecting funds from customers.
- 7. Is Contractor able to market and offer Water Safety Instructor (WSI) classes to the public @ Olympic Pool and Dougherty Valley in order to train, certify and then hire potential candidates?
 - a. The City of San Ramon would be open to it.