

NO: R049

COUNCIL DATE: March 9, 2026

REGULAR COUNCIL**TO: Mayor & Council****DATE: March 5, 2026****FROM: General Manager, Parks, Recreation & Culture****FILE: 1220-030-2026-005****SUBJECT: Award of Contract No. 1220-030-2026-005 for Operation of the City of Surrey's Outdoor Pools**

RECOMMENDATION

The Parks, Recreation, & Culture Department recommends that Council:

1. Award Contract No. 1220-030-2026-005 to Tide's Out Services Ltd. for a three-year term in the amount of \$3,702,926.98 (including applicable taxes) for the operation of the eight outdoor pools owned by the City;
2. Set the expenditure authorization limit for the initial three-year term for Contract No. 1220-030-2026-005 at \$3,888,073.34 (including applicable taxes and contingency);
3. Approve the option to extend Contract No. 1220-030-2026-005 for up to two additional one-year terms, at the City's sole discretion, to a maximum amount of \$1,375,170.97 per year (including applicable taxes and contingency) plus annual Consumer Price Index increases; and
4. Authorize the General Manager, Parks, Recreation & Culture to execute and sign Contract No. 1220-030-2026-005 and approve all optional extensions related to Contract No. 1220-030-2026-005 within the approved annual expenditure authorization limit, subject to satisfactory service provision by Tide's Out Services Ltd.

INTENT

The intent of this report is to seek Council's approval to award a contract for the operation of the City's eight outdoor pools for a three-year term from 2026-2028, with two optional extensions at the City's discretion for 2029 and 2030.

BACKGROUND

The City's eight outdoor pools have been operated by a private contractor since 1997. Since 2006, Tide's Out Services Ltd. has provided these operations. 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 31, 2026.

DISCUSSION

There are eight outdoor pools in Surrey, located in parks 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 lane rentals.

The facilities are well used by the community, as demonstrated in 2025, which saw over 7,500 swim lesson registrants and over 154,000 public swim and sport users. The user trends have grown since 2024, with an increase of over 900 swim lesson registrations and over 11,000 additional public swim and sport users.

Outdoor swim opportunities were received very positively in the community and provided safe access to outdoor recreation for all residents throughout the summer. It is anticipated the outdoor pools will continue to serve the public well in the coming years.

Request for Proposals Results

On February 2, 2025, a Request for Proposals (“RFP”) was publicly posted on both the BC Bid and City Bids and Tenders websites with a closing date of February 13, 2026. The objectives as articulated in the RFP 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”), C.P.R “C” with Auto-External Defibrillator and Lifesaving Society Swim Instructor certifications.

Submissions were received from one proponent:

<i>Contractor</i>	<i>Submission Amount (with applicable taxes)</i>	<i>Corrected Amount</i>
1. Tide’s Out Services Ltd.	\$3,702,926.98	No Change

Evaluation

The evaluation team, comprised of City staff, reviewed the submissions for accuracy and completeness. The respondent was requested to provide past job experiences of similar scale and scope and their demonstrated ability to meet timelines and budgets. The submission complied with the terms of the RFP and no errors were found.

Only one proposal was received in response to the RFP. Staff undertook a review of the pricing submitted relative to comparable market costs and internal cost estimates for delivering similar aquatic services. Based on this review, staff determined that the proposal is generally consistent

with current market conditions and aligns with staff's estimated costs for delivering this type of service.

This submission represents an increase of 15.5% over prior years. The increase reflects higher staffing costs required to recruit and retain qualified lifeguard and supervisory staff in a competitive labour market, as well as increased operation costs

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. The analysis determined that the cost for the City to operate the outdoor pools for the three-year term would exceed the value of the proposed contracted service.

Since 2006, the past performance of Tide's Out Services Ltd. has been satisfactory. They have no outstanding legal claims against the City and have demonstrated the ability to operate the facilities in a safe, reliable and professional manner. Based on the evaluation, their submission represents best overall value to the City and it is recommended that Tide's Out Services Ltd. be awarded Contract No. 1220-030-2026-005

Legal Services Review

This report has been reviewed by Legal Services.

FUNDING

Funding for this contract is available in the approved 2025 Parks, Recreation & Culture Operating Budget.

Laurie Cavan
General Manager,
Parks, Recreation & Culture

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

[https://surreybc.sharepoint.com/sites/prcadministration/corporate reports regular/2026/march 9/award of contract no. 1220-030-2026-005 for operation of the city of surrey's outdoor pools.docx](https://surreybc.sharepoint.com/sites/prcadministration/corporate%20reports%20regular/2026/march%209/award%20of%20contract%20no.%201220-030-2026-005%20for%20operation%20of%20the%20city%20of%20surrey's%20outdoor%20pools.docx)
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Map of Locations of Surrey's Eight Outdoor Pools

