CITY OF OXFORD, OHIO

REQUEST FOR PROPOSALS

AQUATIC CENTER MANAGEMENT AND OPERATIONS – 2027 SEASON

RFP Release Date: November 18, 2026
Mandatory Onsite Meeting: Must be scheduled prior to December 4, 2026
Deadline for Written Questions: December 4, 2026
Proposal Submission Deadline: December 10, 2026

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1. INTRODUCTION AND PURPOSE

The City of Oxford, Ohio (City), through its Parks and Recreation Department, is requesting proposals from qualified and experienced aquatic facility management companies to provide comprehensive management, staffing, programming, and operational services for the Oxford Aquatic Center for the 2027 summer season.

The City is seeking a qualified contractor capable of providing experienced aquatic management personnel, certified lifeguards, front desk personnel, concession operations, aquatic programming, and facility maintenance.

The selected contractor will be responsible for the overall daily management and operation of the facility, including recruiting, hiring, training, scheduling, supervising, and managing all personnel necessary to fulfill the requirements of the agreement.

The contractor shall also be responsible for pool chemicals, water quality testing, routine facility maintenance, and maintaining a safe, clean, and enjoyable environment for all patrons.

The City intends to enter into an agreement for the 2027 season, with an option for a two-year renewal, subject to satisfactory performance and mutual agreement.

2. FACILITY AND OPERATING SCHEDULE

The Oxford Aquatic Center will operate during the following 2027 season:

Opening Day: Saturday, May 29, 2027
Closing Day: Monday, September 6, 2027 (Labor Day)

Regular Operating Hours

Day	Operating Hours
Monday – Friday	12:00 PM – 7:00 PM
Saturday – Sunday	11:00 AM – 7:00 PM

Seasonal Schedule Adjustment:

Beginning August 16, 2027, the Aquatic Center will operate weekends only through September 5, 2027. The facility will also be open on Labor Day, Monday, September 6, 2027, as its final day of operation.

The City reserves the right to adjust operating hours, temporarily close the facility due to weather or safety concerns, and modify the operating schedule based on attendance, staffing, maintenance, or other operational needs.

The contractor shall coordinate with the City regarding any proposed schedule changes and shall not independently alter public operating hours.

3. SCOPE OF SERVICES

The selected contractor shall provide comprehensive management and operational services for the Oxford Aquatic Center, including, but not limited to, the following:

A. Management and Supervision

The contractor shall:

1. Provide one (1) qualified Pool Manager or Assistant Pool Manager during all hours of facility operation.
2. Provide overall daily supervision and management of aquatic facility operations.
3. Recruit, hire, train, schedule, and supervise all contractor employees.
4. Develop and maintain employee schedules to ensure adequate staffing throughout the operating season.
5. Establish and enforce employee policies, procedures, and performance standards.
6. Maintain daily operational records, incident reports, staff schedules, and required documentation.
7. Coordinate with the City Parks and Recreation Department regarding facility operations, programming, staffing, and maintenance.
8. Provide the City with a designated management contact available for operational issues and emergencies.
9. Submit regular operational updates and a final season report to the City.
10. Coordinate facility opening and closing procedures for the season.

B. Lifeguard Staffing and Safety

The contractor shall provide the following minimum staffing:

- Twelve (12) certified lifeguards on duty simultaneously during all regular hours of public operation.
- One (1) Pool Manager or Assistant Pool Manager during all hours of operation.

The requirement for twelve lifeguards means twelve qualified lifeguards must be physically on duty and available for aquatic safety surveillance at the same time during regular public operating hours. Staffing schedules shall account for employee breaks, rotations, and absences without reducing the required minimum.

Additional lifeguards shall be provided when necessary to accommodate swim team practices, swim meets, water aerobics, or other scheduled aquatic activities, as specified and coordinated with the City.

The contractor shall:

1. Ensure all lifeguards maintain current and appropriate lifeguard certifications.
2. Ensure staff maintain current CPR/AED, First Aid, and other required certifications.
3. Provide appropriate lifeguard uniforms and safety equipment.
4. Establish and enforce a comprehensive aquatic safety and emergency response plan.
5. Conduct regular in-service training and emergency response drills.
6. Maintain appropriate lifeguard rotations and break schedules without compromising required surveillance.
7. Complete and maintain daily safety inspections and required operational logs.
8. Ensure compliance with all applicable federal, state, and local health, safety, and swimming pool regulations, including applicable Ohio Administrative Code requirements.
9. Immediately notify the City of serious incidents, injuries, emergencies, or operational concerns.

The contractor shall provide a detailed staffing plan identifying the proposed number of lifeguards, management personnel, scheduling procedures, and contingency plans for employee absences or unexpected staffing shortages.

C. Front Desk Operations

The contractor shall be responsible for all front desk operations and staffing during designated facility operating hours.

Responsibilities shall include:

1. Recruiting, hiring, training, and scheduling front desk personnel.
2. Providing adequate staffing during all designated operating hours.
3. Providing customer service and patron assistance.
4. Processing admissions, memberships, and daily passes using City-approved procedures and systems.
5. Maintaining accurate daily attendance and transaction records.
6. Handling customer questions, concerns, and complaints.
7. Coordinating with City staff regarding customer service and facility operations.
8. Ensuring all City revenues are accurately recorded and accounted for.
9. Following all City-established admission, membership, refund, and customer service policies.

The City shall retain authority over admission fees, membership rates, discounts, and other facility charges.

All admission and membership revenues shall remain the property of the City of Oxford.

D. Concession Operations

The contractor shall be responsible for managing and staffing all concession operations at the Oxford Aquatic Center.

The contractor shall provide:

- One (1) Concession Manager or designated concession supervisor.
- Adequate concession attendants to operate the concession area during designated hours.

Responsibilities shall include:

1. Recruiting, hiring, training, and scheduling concession personnel.
2. Managing daily concession operations.
3. Ordering and maintaining food, beverage, and concession inventory.
4. Maintaining cleanliness and sanitation of concession areas.
5. Operating City-approved point-of-sale systems and procedures.
6. Maintaining inventory, sales, and transaction records.
7. Ensuring compliance with applicable food safety and health regulations.
8. Providing customer service and maintaining appropriate customer service standards.
9. Coordinating with City staff regarding concession operations.
10. Completing daily opening and closing procedures.

The City shall retain authority over concession pricing and approved products.

All concession revenues shall remain the property of the City of Oxford. The contractor shall not independently retain or collect City revenues except as specifically authorized by the City.

The proposal shall identify any recommended concession improvements, equipment needs, inventory procedures, and anticipated operating expenses.

E. Aquatic Programming

The contractor shall provide staffing and operational support for scheduled aquatic programming, including:

- Swim team practices and meets.
- Water aerobics.
- Special aquatic events and activities as directed by the City.

Proposals shall identify the contractor's experience and ability to accommodate these activities, including additional staffing requirements and associated costs.

Staffing for scheduled swim team practices, meets, and water aerobics shall be included in the contractor's proposed pricing and clearly identified in the cost proposal.

F. Swim Lesson Program

Proposers shall include a proposed swim lesson program as part of their submission.

The proposal shall detail:

1. Recommended swim lesson levels and age groups.
2. Number and length of instructional sessions.
3. Instructor qualifications and certifications.
4. Instructor-to-participant ratios.
5. Proposed lesson schedule and seasonal availability.
6. Registration and enrollment procedures.
7. Safety procedures and participant supervision.
8. Recommended pricing structure, if applicable.
9. Any additional staffing or equipment requirements.

The City reserves the right to review and approve the proposed swim lesson program, schedule, and pricing before implementation.

All swim lesson revenues and registration fees shall remain the property of the City unless otherwise specified in the final agreement.

G. Pool Chemicals and Water Quality Management

The contractor shall be responsible for maintaining proper pool water quality and chemical balance throughout the operating season.

Responsibilities shall include:

1. Purchasing and providing all necessary pool chemicals and water treatment supplies.
2. Conducting routine water quality testing in accordance with applicable regulations.
3. Maintaining appropriate chlorine, pH, alkalinity, and other required chemical levels.
4. Maintaining daily water quality and chemical testing records.
5. Monitoring pool filtration and circulation systems.
6. Maintaining chemical storage areas in a safe and compliant manner.
7. Ensuring compliance with applicable Ohio Department of Health and local health department requirements.
8. Immediately notifying the City of any water quality concerns, equipment failures, or conditions requiring pool closure.

All routine chemicals, testing supplies, and materials necessary to perform these responsibilities shall be included in the contractor's proposed price.

H. Facility Maintenance and Daily Operations

The contractor shall be responsible for routine maintenance, cleaning, and general operational upkeep of the Oxford Aquatic Center throughout the contract period.

Responsibilities shall include:

1. Daily opening and closing procedures.
2. Daily cleaning and sanitation of pool decks, restrooms, locker rooms, and assigned facility areas.
3. Routine cleaning of the pool and surrounding areas.
4. Daily facility and equipment inspections.
5. Routine maintenance of pool equipment, filtration systems, and circulation systems.
6. Monitoring and reporting equipment malfunctions and maintenance concerns.
7. Maintaining cleanliness and appearance of the entire aquatic facility.
8. Routine minor repairs and preventative maintenance.
9. Proper maintenance of pool furniture, equipment, and operational supplies.
10. Coordinating seasonal opening and closing procedures, including preparation for winterization.

The contractor shall provide all necessary personnel, routine maintenance supplies, cleaning materials, and equipment required to fulfill these responsibilities.

Major repairs, capital improvements, and significant equipment replacements shall require prior written authorization from the City. The contractor shall promptly report any maintenance issue requiring City attention.

The proposal shall clearly identify any exclusions or additional costs associated with facility maintenance.

4. CONTRACTOR QUALIFICATIONS

Proposers must demonstrate the following minimum qualifications:

1. At least five (5) years of experience managing or operating public aquatic facilities or comparable swimming pool operations.
2. Experience recruiting, hiring, training, and supervising seasonal aquatic employees.
3. Demonstrated experience managing lifeguard staffing and aquatic safety programs.
4. Qualified management personnel with appropriate aquatic facility management experience.
5. Ability to provide certified lifeguards and maintain required staffing levels.
6. Experience developing and administering swim lesson programs.
7. Experience managing front desk and concession operations.
8. Experience with pool water quality management, chemical handling, and facility maintenance.
9. Ability to meet all applicable federal, state, and local regulatory requirements.
10. Financial and organizational capacity to fulfill the proposed contract.

The City reserves the right to reject proposals that do not demonstrate sufficient experience or qualifications.

5. PERSONNEL REQUIREMENTS

The contractor shall be solely responsible for its employees, including recruitment, hiring, payroll, taxes, workers' compensation, unemployment compensation, employee training, and supervision.

All employees shall:

- Meet applicable minimum age and qualification requirements.
- Complete required background checks.
- Maintain all required certifications and training.
- Follow City facility rules and applicable safety procedures.
- Conduct themselves professionally when interacting with patrons and City employees.

The contractor shall provide a complete staffing roster and certification documentation to the City before the beginning of the operating season.

The contractor shall immediately replace any employee deemed unsuitable by the City for reasonable operational, safety, or conduct-related concerns.

6. INSURANCE AND BONDING REQUIREMENTS

The selected contractor shall maintain insurance throughout the contract period, including:

- **Commercial General Liability:** Minimum $1,000,000 per occurrence and $2,000,000 general aggregate.

The City of Oxford shall be named as an additional insured on applicable liability policies.

Certificates of insurance and required endorsements shall be provided before contract execution and commencement of services.

The contractor shall indemnify and hold harmless the City, its officers, employees, and agents from claims, damages, liabilities, and expenses arising from the contractor's negligent acts, omissions, or contractual performance, to the extent permitted by Ohio law.

Performance and Payment Bonds

The City of Oxford will not require the selected contractor to provide a performance bond or payment bond for this agreement.

The contractor shall remain responsible for fulfilling all contractual obligations and providing the services outlined in this RFP.

7. MANDATORY ONSITE MEETING AND TOUR

All prospective proposers are required to schedule a mandatory onsite meeting and facility tour at the Oxford Aquatic Center. No later than December 4, 2026.

To schedule onsite meeting please contact:

Chad Smith Director, City of Oxford Parks and Recreation Department
6025 Fairfield Rd, Oxford, Ohio 45056
chadsmith@cityofoxford.org
513-523-6314

The purpose of the meeting is to provide prospective contractors with an opportunity to:

- Inspect the aquatic facility and surrounding areas.
- Review existing pool equipment and operational areas.
- Become familiar with facility conditions and maintenance responsibilities.

- Review the general scope of services.
- Ask questions regarding the facility and proposed contract.

Failure to attend the mandatory onsite meeting will result in the proposal being deemed non-responsive and disqualified from consideration.

Questions regarding the facility or scope of services must be submitted in writing by the established question deadline. Official responses and clarifications will be provided through written addenda issued by the City.

8. PROPOSAL SUBMISSION REQUIREMENTS

Proposals shall include the following information:

1. **Company Information:** Company name, address, contact information, and organizational background.
2. **Qualifications and Experience:** Description of relevant aquatic facility management experience, including at least three references.
3. **Management Approach:** Description of the proposed management structure and daily operational procedures.
4. **Staffing Plan:** Detailed staffing plan identifying lifeguards, management personnel, front desk staff, concession staff, scheduling, certifications, and contingency coverage.
5. **Safety Plan:** Emergency response procedures, training programs, inspections, and regulatory compliance.
6. **Aquatic Programming:** Proposed swim lesson program and approach to supporting swim team activities and water aerobics.
7. **Front Desk and Concession Operations:** Detailed operating plans, staffing, customer service procedures, inventory management, and revenue accountability.
8. **Maintenance and Water Quality Plan:** Description of chemical management, water testing, routine facility maintenance, cleaning, and preventative maintenance procedures.
9. **Pricing Proposal:** Complete itemized pricing as outlined in Section 9.
10. **Insurance and Certifications:** Evidence of required insurance coverage and applicable professional certifications.
11. **Additional Information:** Any other information the proposer believes will assist the City in evaluating its qualifications and proposal.

9. PRICING PROPOSAL

Proposers shall submit a total lump-sum price for providing all management and operational services required under this RFP for the 2027 aquatic season.

The proposed price shall include all labor, staffing, payroll expenses, training, uniforms, pool chemicals, water testing, cleaning supplies, routine maintenance, equipment, and other expenses necessary to operate the Oxford Aquatic Center.

The proposal shall identify the following:

Pricing Category	Proposed Cost
Aquatic Center Management, Staffing, and Operations	$_____
Front Desk and Concession Operations	$_____
Aquatic Programming and Swim Lessons	$_____
Pool Chemicals, Water Testing, and Facility Maintenance	$_____
TOTAL 2027 CONTRACT PRICE	**$_____**

Proposers shall identify any services, supplies, or expenses excluded from their proposed price, along with any anticipated additional costs.

Pricing for the two-year renewal option (2028–2029) shall be addressed separately, including any proposed annual adjustments.

The City reserves the right to negotiate pricing and contract terms with the selected proposer.

10. PROPOSAL EVALUATION

Proposals will be evaluated by the City based on qualifications, experience, proposed approach, staffing, safety, programming, and overall cost.

Evaluation Criteria – 100 Points

Evaluation Category	Points
Company Experience and Qualifications	25
Staffing Plan and Management Approach	15
Safety Plan and Regulatory Compliance	15
Facility Maintenance and Water Quality Management	15
Front Desk, Concession, and Customer Service Operations	10
Aquatic Programming and Swim Lesson Program	5
References and Past Performance	5
Overall Cost and Value	10
TOTAL	**100**

The City may request interviews, presentations, clarification of proposals, or additional information from proposers.

The City reserves the right to negotiate with the highest-ranked proposer, reject any or all proposals, waive minor informalities, and make an award in the best interest of the City, subject to applicable law and City procurement procedures.

11. CONTRACT TERM AND RENEWAL OPTION

The initial contract term shall cover the entire 2027 aquatic season, including opening

The agreement shall include an option for the City to renew the contract for one additional two-year term, covering the 2028 and 2029 aquatic seasons.

The renewal option shall be subject to:

1. Satisfactory contractor performance.
2. Mutual agreement between the City and contractor.
3. Agreement on pricing and contract terms for the renewal period.
4. Availability of funding and City approval.

The City shall not be obligated to exercise the renewal option.

12. CITY RESPONSIBILITIES AND OVERSIGHT

The City of Oxford shall retain overall ownership and authority over the Oxford Aquatic Center.

The City shall:

1. Retain ownership of all facility assets, equipment, and infrastructure.
2. Establish and approve admission fees, memberships, concession prices, and other City charges.
3. Retain all admission, membership, swim lesson, and concession revenues.
4. Approve operating schedules and facility programming.
5. Provide oversight of contractor performance.
6. Approve major repairs, capital expenditures, and changes to facility operations.
7. Establish and communicate City policies regarding facility use and patron conduct.

The contractor shall work cooperatively with the Parks and Recreation Department and follow all reasonable City directives regarding facility operations.

13. GENERAL CONDITIONS

1. All proposals shall become the property of the City upon submission, subject to applicable Ohio public records laws.
2. The City shall not be responsible for costs incurred by proposers in preparing or submitting proposals.
3. Proposers shall be responsible for reviewing the RFP and requesting clarification of any requirements before submission.
4. The City reserves the right to amend or cancel this RFP at any time prior to contract award.
5. The selected contractor shall comply with all applicable federal, state, and local laws, regulations, and City policies.
6. No subcontracting of material services shall occur without prior written approval from the City.
7. The contractor shall maintain confidentiality of any nonpublic information received through its work, subject to applicable public records requirements.
8. The selected contractor shall carry out a written agreement with the City before beginning services.
9. The contractor shall cooperate with the City in transitioning facility operations at the conclusion of the contract.

Proposal Submission

The proposal should contain all information requested and any additional information necessary to summarize the overall benefit of the proposal to the community. Proposing firms should submit the proposal no later than **5:00pm EST** on **Thursday December 10, 2026**. Proposals may be submitted in person to Oxford Parks and Recreation, Attn: Chad Smith, 6025 Fairfield Rd., Oxford, OH 45056.

The City of Oxford will not accept external hard drives or portable storage devices, including but not limited to thumb drives, for any portion of the proposal.

Submittals and Questions should be directed to:

Chad Smith Director, City of Oxford Parks and Recreation Department
6025 Fairfield Rd, Oxford, Ohio 45056
chadsmith@cityofoxford.org
513-523-6314

15. RESERVATION OF RIGHTS

The City of Oxford reserves the right to reject any or all proposals, waive minor irregularities, request additional information, conduct interviews, negotiate contract terms, and select the proposer determined to provide the best overall value to the City.

The issuance of this RFP does not obligate the City to award a contract or reimburse any proposer for expenses incurred in preparing a proposal.