



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: DECEMBER 9, 2025

FROM: PARKS, RECREATION AND COMMUNITY SERVICES DEPARTMENT WARDS: 1, 2, 3 & 5

SUBJECT: REQUEST FOR PROPOSAL NO. 2466; SERVICES AGREEMENT WITH SERVICE FIRST INC., FOR ANNUAL SWIMMING POOL MAINTENANCE SERVICES IN THE AMOUNT OF \$504,560 FOR THE TERM OF JANUARY 1, 2026 TO DECEMBER 31, 2027, PLUS, AN ADDITIONAL \$80,000 PER THE TWO-YEAR CONTRACT FOR ADDITIONAL REPAIR COSTS FOR A TOTAL AMOUNT OF \$584,560, INCLUDING A 10% CHANGE ORDER AUTHORIZATION ON THE BASE AMOUNT IN THE AMOUNT OF \$50,456, FOR A TOTAL CONTRACT AMOUNT OF \$635,016, WITH THE OPTION TO EXTEND THE AGREEMENT FOR ONE ADDITIONAL THREE-YEAR TERM

ISSUE:

Approve the Service Agreement with Service First Inc., of Santa Ana, California, pursuant to Request for Proposal No. 2466, for Annual Swimming Pool Maintenance Services, in the amount of \$504,560 for the term of January 1, 2026 to December 31, 2027. The agreement includes an additional \$80,000 per the two-year contract for additional repairs to heaters and pool equipment for a total of \$584,560, including a 10% change order authorization to the base agreement in the amount of \$50,456, for a total contract amount of \$635,016, with the option to extend the agreement for one additional three-year term.

RECOMMENDATIONS:

That the City Council:

1. Approve the Service Agreement with Service First of Santa Ana, California, for Annual Swimming Pool Maintenance Services, in the amount of \$504,560, for the term of January 1, 2026 through December 31, 2027, with the option to extend for one additional three-year term, plus an additional \$40,000 per year to cover additional repairs and maintenance on pool heaters and equipment, for a total contract amount of \$584,560 for the initial term;
2. Authorize 10% change order authority on the base contract price in the amount of \$50,456 for the initial contract term; and
3. Authorize the City Manager, or designee, to execute optional term extensions to the agreement, including making minor and non-substantive changes, provided that the annual amounts are included in the subsequent approved budgets.

BACKGROUND:

The City operates a total of seven swimming pool facilities (five heated and two non-heated) for recreational swim and swim lessons. The City currently contracts out the cleaning and chemical maintenance for the following pool locations as well as one fountain:

| | Park Name |
|---|--|
| 1 | Arlington Park Pool |
| 2 | Bobby Bonds Sports Park Sippy Woodhead Pool |
| 3 | Hunt Park Pool |
| 4 | Islander Park Pool & Wading Pool |
| 5 | Reid Park Pool |
| 6 | Shamel Park Pool & Wading Pool |
| 7 | Villegas Park Pool & Wading Pool |
| 8 | White Park Fountain |

The current contract with Service First is set to expire on December 31, 2025.

DISCUSSION:

Request for Proposal (RFP) No. 2466, was posted on the City's online bidding system, Planet Bids, on July 15, 2025, seeking prospective bidders to provide pool maintenance services. The notification was sent to 131 City of Riverside vendors and 10 external vendors. A mandatory pre-proposal meeting was held on July 23, 2025, with 5 vendors in attendance. RFP No. 2466 closed on August 13, 2025, with a total of 2 responses. Both responses were found to be responsive and responsible. Under the guidance of the Purchasing Division, three City staff evaluated the proposals, which resulted in Service First ranking No. 1. The evaluation criteria, total points and rankings for each evaluation round are summarized in the tables below.

| Evaluation Criteria | Total Points |
|---|--------------|
| Qualifications | 25% |
| Pricing | 25% |
| Experience (Projects of similar size and scope) | 20% |
| Professional References | 10% |
| Approach and Methodology | 20% |

Evaluation Results

| Vendor | Location | Total Cost | Total Points | Rank |
|---|-----------------|------------|--------------|------|
| Service First | Santa Ana, CA | \$514,640 | 2561 | 1 |
| 1 st CHOICE Pool & Spa Solutions | Lake Forest, CA | \$446,520 | 2175 | 2 |

On September 4, 2025, the City requested a best and final offer which reduced the annual cost from \$514,640 to \$504,560 resulting in an annual savings of \$10,080.

In addition to the costs for chemicals, cleaning and routine pool maintenance, the City annually incurs approximately \$40,000 in additional expenses for repairs to the pool pumps and heaters. Historically, these repair costs were not explicitly included in the original contract, resulting in multiple amendments. Moving forward, the City finds it necessary to formally incorporate these costs into the contract to ensure transparency and consistency.

Purchasing Resolution 24101, Section 508 Awards states, "Contracts procured through Formal Procurement shall be awarded by the Awarding Entity to the Lowest Responsive and Responsible Bidder, except that: (c) Contracts procured through Formal Procurement for Services or Professional Services, where a Request for Proposals or Request for Qualifications was used to solicit Bids, shall be awarded by the Awarding Entity in accordance with the evaluation criteria set forth in the Request for Proposals or Request for Qualifications."

The Purchasing Manager concurs that the recommended actions are in accordance with Purchasing Resolution 24101, Section 508 (c).

FISCAL IMPACT:

The fiscal impact of this action is \$635,016, which includes a 10% change order in the amount of \$50,456 and an additional \$80,000 for pool pump repair and heater services over a two-year period from January 1, 2026 through December 31, 2027. Sufficient funds FY 2025/26 amount of \$158,704 are budgeted in General Fund, Professional Services, account number 5215000-421000. Future year's amounts will be incorporated into future year's budgets to be approved by City Council.

Table 1. Contract Allocation

| Contract Cost | Fund | Account Name | Account Number | Calendar 2026 | Calendar 2027 | Total |
|-------------------------|-------------|-----------------------|-----------------------|----------------------|----------------------|------------------|
| Annual Agreement | General | Professional Services | 5215000-421000 | \$252,280 | \$252,280 | \$504,560 |
| Pump and Heater Repairs | General | Professional Services | 5215000-421000 | \$40,000 | \$40,000 | \$80,000 |
| Total | | | | \$292,280 | \$292,280 | \$584,560 |
| Change Order Authority | General 101 | Professional Services | 5215000-421000 | \$25,228 | \$25,228 | \$50,456 |
| Grand Total | | | | \$317,508 | \$317,508 | \$635,016 |

Prepared by: Vanessa Mayne, Senior Administrative Analyst
 Approved by: Pamela M. Galera, Parks, Recreation and Community Services Director
 Certified as to
 Availability of funds: Kristie Thomas, Finance Director/Assistant Chief Financial Officer
 Approved by: Kris Martinez, Assistant City Manager
 Approved as to form: Rebecca McKee-Reimbold, Interim City Attorney

Attachments:

1. Agreement for Annual Swimming Pool Maintenance Services
2. RFP Award Recommendation
3. Presentation