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## CITY COUNCIL AGENDA ITEM

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**TO:** Mayor & City Council

**DATE:** December 12, 2013

**FROM:** John McDonough, City Manager

**AGENDA ITEM:** Consideration of Issuance of Task Order to Groslimond Tennis Services, Inc. for the Operation of the Sandy Springs Tennis Center

**MEETING DATE:** For Submission onto the December 17, 2013, City Council Regular Meeting Agenda

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*BACKGROUND INFORMATION: (Attach additional pages if necessary)*

See attached:

Memorandum  
Task Order

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APPROVAL BY CITY MANAGER:                     JFM                     APPROVED

PLACED ON AGENDA FOR:           12-17-2013          

CITY ATTORNEY APPROVAL REQUIRED: (  ) YES (  ) NO

CITY ATTORNEY APPROVAL:                     SM                    

REMARKS:



TO: John McDonough, City Manager

FROM: Ronnie Young, Recreation and Parks Director

DATE: December 9, 2013 for submission on the Agenda of the December 17, 2013 City Council Meeting

ITEM: Consideration of Issuance of Task Order to Groslimond Tennis Services, Inc. for the Operation of the Sandy Springs Tennis Center

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### **Background**

City Council approved the issuance of a Contract and Year One Task Order to Groslimond Tennis Services, Inc. (GTS) for the operation of the Sandy Springs Tennis Center at the November 6, 2012 City Council meeting.

### **Discussion**

During 2013, Groslimond Tennis Services performed the services required under the contract and associated Task Order. For the proposed services during 2014, GTS proposes to provide the same services and will pay the City \$60,000 in rent for operation and use of the Sandy Springs Tennis Center as specified in the attached Task Order.

### **Recommendation**

Staff recommends the issuance of a Task Order to Groslimond Tennis Services, Inc. with an amount due to the City of \$60,000 during 2014.

### **Attachment**

Task Order for Tennis Center Services to Groslimond Tennis Services, Inc.

**CITY OF SANDY SPRINGS  
GENERAL GOVERNMENT SERVICES  
TASK ORDER**

<b>Title:</b>	Tennis Center Operations	<b>Task Order Number:</b>	TC-FY14-01
		<b>Issue Date:</b>	
<b>Period of Performance:</b>		January 1, 2014 – December 31, 2014	
<b>Workload</b> <i>(specified by City)</i>			
<b>Item and Quantity</b>			
<b>Tennis Center Operations</b>			
The City of Sandy Springs expects to extend a contract for the Operation of the Tennis Center located at 500 Abernathy Road, Sandy Springs, Georgia.			
<b>Deliverables</b> <i>(specified by City)</i>			
<p>The contractor is to operate, manage, and maintain the City’s Tennis Center facilities; to provide tennis facility services, including scheduling and management of the pro shop, concession, facilities, as well as the provision for tennis instruction, public play, tournament play, marketing of such services, and provide a combination of private and public uses subject to the approval of the Recreation and Parks Director. Any programs proposed to the City shall incorporate public and resident use of tennis courts, and other pertinent services, including senior citizens and school team use of courts.</p> <p>Offeror’s submitted proposal is attached as Attachment 1 to this Task Order and incorporated herein. Offeror’s 2013 Annual Report is attached as Attachment 2 to this Task Order and incorporated herein.</p>			
<b>Performance Metrics</b> <i>(may be amended by Recreation and Parks Director)</i>			
<ul style="list-style-type: none"> <li>• Number of daily, weekly and monthly patrons</li> <li>• Number of programs offered, per month. Programs examples include, but are not limited to tournaments, classes and special events</li> <li>• Number of registered participants, by program</li> <li>• Customer satisfaction survey, designed by contractor in cooperation with City. Results are to be provided on a quarterly basis to the City.</li> <li>• Number of repairs completed each quarter</li> <li>• Monthly financial reports which shall include but are not limited to bank statements, balance sheet, statement of cash flows and schedule of revenues and expenditures</li> </ul>			
<b>Special Considerations</b>			
<b>Key personnel:</b>	<b>Gery Groslimond</b> , Facility Director; <b>Jeff Groslimond</b> , Head Tennis Pro; <b>Suzanne Thomas</b> , Counter Manager; <b>Dale Queen</b> , Pro Shop Manager.		
<b>City-Furnished Property:</b>	<p>A. General: City shall provide the premises in its present condition. The City has made the following improvements to the facility in the past four years:</p> <ul style="list-style-type: none"> <li>• Replaced Air Conduit System</li> <li>• Replaced 70 % of the Court Lighting System</li> </ul>		

- Resurfaced six courts
- Upgraded the court area landscaping and storm water flow
- Replaced Pro Shop roof, gutter system and Safety
- Reconstruction of two trellises
- Reconditioned five outdoor water fountains
- Reconditioned the elevator
- Reinforced and painted the back deck
- Painted the railing on the outdoor stairs and added additional railing
- Removed metal posts between courts and buried wiring
- Replaced the monument sign
- Replaced and reconditioned the entrance landscaping and added mulch to the parking lot
- Reconditioned upstairs restrooms
- Reconditioned the inside stairs and painted the stair well
- Re-carpeted the Pro Shop area and replaced the registration counter and work desks
- Replaced the upstairs lighting and increased the fixtures output
- Relocated two walls to increase the size of the Pro Shop
- Carpeted and covered the Pro Shop walls with slat board to increase the size of the display area
- Replaced the TV/Scoring Electronic System
- Replaced the lounge area furniture
- Reconditioned the downstairs locker room showers and bathrooms
- Re-carpeted and painted the downstairs club room
- Cleaned the Pro Shop floors
- Drilled a well to provide water to groom the clay courts.

B. Grounds Maintenance/Trash Pick Up: The City Maintenance Contractor will pick up trash at the Center and Parking Lot on Monday, Tuesday, Wednesday and Fridays, blow off hard surfaces (walkways and parking lot). March through October the contractor will mow grass, remove sticks, debris and weeds and mulch beds.

C. The City will be responsible for replacing bulbs that are out on the tennis courts once a year in the month of February.

D. Capital Improvements: The City will provide up to \$20,000 for Capital Improvements for the facility each year to be determined by the Recreation and Parks Director and the City Manager. The City is interested in making two (2) major capital improvements at the

General Government Services Task Order  
Tennis Center Operations

	Tennis Center within the next few years to include 1) replacing the chain link fencing with black vinyl coated wire and 2) Covering four (4) courts for indoor year-round play. Note that these are proposed improvements and are not guaranteed.
<b>Level of Effort and Fixed Price</b>	
Groslimond Tennis Services, Inc. agrees to pay the City \$60,000 per year in rent for the operation and use of the Sandy Springs Tennis Center. The submitted estimated Operating Expenses statement is attached as Attachment 3 to this Task Order.	
<b>Total Fees Paid to City:</b>	<b>\$60,000</b>
<b>Issued To:</b>	<i>Groslimond Tennis Services, Inc.</i>
<b>City of Sandy Springs Approval:</b>	<i>Authorized signature</i>
<b>Date:</b>	
<b>Attest:</b>	

**ATTACHMENT 1  
TASK ORDER**

**STATEMENT OF WORK**

Section J - Attachment 01  
Statement of Work (SOW)



**FINAL**  
Statement of Work (SOW)  
for  
Tennis Center Services  
for the  
City of Sandy Springs, Georgia

Date: September 18, 2012

**STATEMENT OF WORK  
FOR  
GENERAL GOVERNMENT SERVICES – TENNIS CENTER  
(WBS 13.0.1 SOW)**

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    - 4.1.1 Tennis Center Operations (WBS 13.0.1 SOW)
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  - 5.5 Continuity
- 6.0 CITY FURNISHED PROPERTY

**STATEMENT OF WORK  
FOR  
TENNIS CENTER  
(WBS 13.0.1 SOW)**

**1.0 BACKGROUND**

The City of Sandy Springs, Fulton County, Georgia (“Sandy Springs” or “City”), the first new city in Georgia in nearly fifty (50) years, was incorporated December 1, 2005. Efforts to incorporate Sandy Springs began in 1966 in response to an effort to annex the land that is now Sandy Springs into the City of Atlanta. After more than forty (40) years, residents overwhelmingly voted for incorporation of the previously unincorporated area of north Fulton County.

Sandy Springs is a demographically diverse community and covers a thirty-eight square mile area in north Fulton County, Georgia. It is the sixth (6th) largest city in the State of Georgia and is the second (2nd) largest city in the metropolitan Atlanta area. While its residential population is approximately 93,853, the daytime population is greater than 300,000 due to a concentration of major corporations and businesses. Geographically, Sandy Springs is bordered by the City of Atlanta to the south, the City of Roswell to the north, DeKalb County to the east and Cobb County to the west.

Sandy Springs operates under the governance of a City Council and the management of a City Manager. The City continues to be committed to providing effective and efficient services to its residents and approaches the provision of government services in a non-traditional fashion. Since incorporation, the City has operated as a public-private partnership (PPP), with the vast majority of City staff employed by private companies. Sandy Springs has determined that the PPP model has value, adds flexibility, promotes competition, builds accountability and provides the highest level of customer service.

**2.0 INTRODUCTION**

The City’s Statement of Work (SOW) for the procurement of General Government Services is represented in the form of a Work Breakdown Structure (WBS). The SOW includes specific contract deliverables associated with each WBS component to ensure the City can effectively monitor Contractor progress and accomplishments.

References herein to the City Manager are intended to include the City Manager’s designee, if a designee has been named or appointed by the City Manager. Failure to specifically refer to the City Manager’s designee herein shall not be deemed to exclude a designee from acting on behalf of the City Manager.

Set forth below are the scopes of work for the WBS elements represented in this SOW.

**2.1 Tennis Center (WBS 5.0 SOW)**

WBS 1.6.1 SOW represents the scope of work for Tennis Center in connection with the General Government Services procurement, as indicated in the table below.

Level 2	Level 3	Description
5.0 Tennis Center	5.1 Tennis Center Operations	Provide support to City staff by operating, managing, and maintaining the City's Tennis Center facilities.

**3.0 DETAILED DESCRIPTION OF REQUIRED SERVICES**

The Contractor is expected to provide all services deemed necessary and essential by a municipal government for City operations as described in this SOW. The expected services to be performed shall include, but are not limited to, the following general and specific work requirements.

a) General Work Requirements

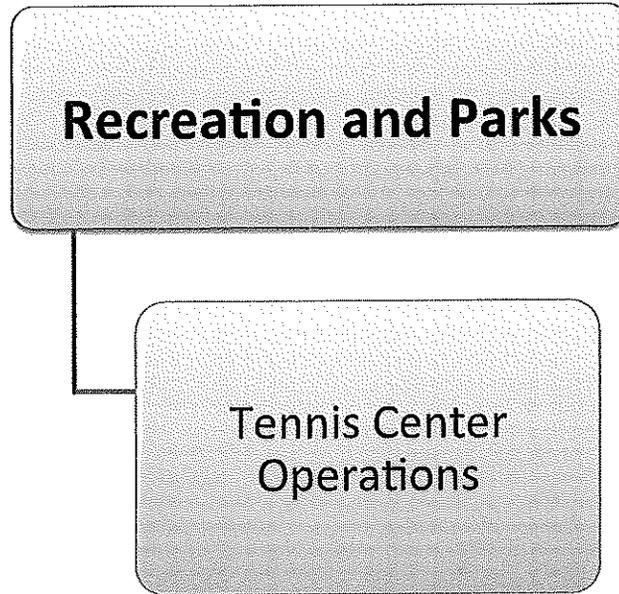
For all WBS elements described in this SOW, Contractor shall:

- 1) Provide services under the direction of the City official designated to ensure that requirements are effectively and efficiently performed. Such services shall encompass all those duties and functions reasonably and customarily associated with delivery of the required services in accordance with local, state and federal laws including, but not limited to, the City Charter, City ordinances and laws of the United States and the State of Georgia.
- 2) Furnish to and maintain for the benefit of the City all labor, supervision and equipment not otherwise provided which are necessary and proper for the purpose of performing the services, duties and responsibilities set forth and contemplated hereunder and as necessary to maintain the required level of service.
- 3) For a task order awarded pursuant to the Contract, the Contractor shall designate to the City Manager an individual with decision-making authority for the Contractor. Such individual shall act as a single point of contact for the Contractor and be available by telephone or in person at the request of the City Manager on an as-needed basis.
- 4) Develop, implement, maintain and improve strategies to attract and retain highly-qualified employees in the appropriate number to comply with the requirements hereunder and to fill vacancies in staffing promptly.

- 5) Devise, recommend and employ technology and process improvements to maximize efficiencies while maintaining reliable capabilities.
- 6) Establish and maintain team-oriented working relationships with the City, City employees and other City contractors and work cooperatively to ensure and maintain the effective delivery of services to the City.
- 7) Work cooperatively with the City, City employees and other City contractors to maximize performance in a budget constrained setting.
- 8) Work cooperatively with the City, City employees and other City contractors to ensure financial and accounting requirements are clearly communicated, understood, and satisfied for all City operations.
- 9) Maintain and account for all information, equipment and property which may be provided by the City for the Contractor's use during the period of performance.
- 10) Comply with all applicable local, state and federal laws, rules and regulations in the performance of its duties and responsibilities hereunder.
- 11) Comply with all OSHA and other applicable federal and state statutes, regulations and standards for workplace safety and all applicable laws regarding hazardous materials and maintain all required Manufacturer's Safety Data Sheets (MSDA) forms on site in the City.
- 12) Comply with all local, state and federal documentation retention requirements including, but not limited to, the City's document retention schedules, as adopted and amended by City Council.
- 13) Communicate with the Mayor, City Council and media services only through the City Manager, or designee, unless otherwise authorized.
- 14) Provide the City with a primary contact who shall be available to the City in person or by telephone on a twenty-four (24) hour basis, seven (7) days per week.
- 15) Prepare and submit the deliverables required hereunder, as defined in the Contract Data Requirements (Deliverables) descriptions set forth below.

b) Specific Work Requirements

In addition, the Contractor shall provide the specific work requirements described below.



*Note: All areas of Tennis Center Operations are included in this procurement.*

**TENNIS CENTER (WBS 5.1 SOW)**

**3.1 Tennis Center (WBS 5.0 SOW)**

In connection with all WBS elements within Tennis Center, the Contractor shall:

- a) Provide all services deemed necessary and essential by a municipal government for the operation of a Tennis Center or other municipal tennis facilities
- b) Provide services under the direction of the City Manager or designee.
- c) Provide a Tennis Center Director, approved by the City, with full responsibility to manage all Tennis Center Department staff necessary and proper to perform the services, duties and responsibilities set forth and contemplated by all WBS elements within Tennis Center.

**3.1.1 Tennis Center Operations (WBS 13.0.1 SOW)**

The Contractor shall provide the following services:

- a) **Hours of Operation:** The firm must support the “community oriented” operating model in both operating hours and types of services. The current hours of operation, subject to terms of the operator contract are:

**Tennis Center**

Monday through Thursday	9:00 a.m.-10:00 p.m.
Friday	9:00 a.m.-9:00 p.m.
Saturday	9:00 a.m.-7:00 p.m.
Sunday	9:00 a.m.-7:00 p.m.

**Pro Shop Hours**

Monday-Friday	9:00 a.m.-8:00 p.m.
Saturday	9:00 a.m.-6:00 p.m.
Sunday	12:00 p.m.-5:00 p.m.

- b) **Tennis Center Operations:** Operate, manage, and maintain the City’s Tennis Center facilities; to provide tennis facility services, including scheduling and management of the pro shop, concession, facilities, as well as the provision for tennis instruction, public play, tournament play, marketing of such services, and provide a combination of private and public uses subject to the approval of the Recreation and Parks Director. Any programs proposed to the City shall incorporate public and resident use of tennis courts, and other pertinent services, including senior citizens and school team use of courts.

- c) **Appropriate Levels of Staffing.** Offerors must provide the name, background, certifications of each lead staff person which shall include:
- Facility Manager
  - Head Tennis Pro
  - Counter Manager
  - Pro Shop Manager
  - Maintenance Manager
- These are employees the public should see at the Center daily.

#### 4.0 CONTRACT DATA REQUIREMENTS (DELIVERABLES)

The following general contract data requirements (deliverables) associated with WBS 5.0 SOW are required to be submitted to the City Manager, or designee, to ensure the City can effectively monitor Contractor progress and accomplishments. Unless otherwise stated, all reports required by this SOW are due on a monthly basis. Other reports may be required by the City Manager.

#### TENNIS CENTER (WBS 13.0.1 SOW)

##### 4.1 Tennis Center Operations (WBS 13.0.1 SOW)

- a) **Reports:** The Tennis Center will provide monthly performance reports to the City. Report content shall include, but is not limited to:
- a. Number of participants in programming options by resident status.
  - b. Number of classes taught
  - c. Number of league matches played

## 5.0 PERFORMANCE STANDARDS SUMMARY

The City will assess the Contractor's performance during each task order period of performance to determine the degree to which such performance has met the City's standards. This assessment will focus on six (6) criteria: capability and innovation, accountability, responsiveness, transparency, continuity and cost. The Contractor's performance on each criterion will be judged as having been "Excellent", "Satisfactory" or "Unsatisfactory" based upon performance metrics set forth in the task orders. The City will consider the results of this assessment when developing its objectives and approach to award follow-on task orders. The principal objectives of each assessment area are summarized in the following sections:

- 5.1 **Capability and Innovation.** The Contractor has provided qualified staff and maintained staffing levels (filled vacancies) consistent with the requirements of the WBS element or elements awarded under this SOW and has collaborated with City staff to research, evaluate and, if authorized, implement efficiency and cost savings improvements.
- 5.2 **Accountability.** The Contractor has met the performance standards defined for each WBS element awarded under this SOW.
- 5.3 **Responsiveness.** The Contractor has provided an appropriate and timely response to each of the City's requests.
- 5.4 **Transparency.** The Contractor has provided appropriate insight into the means, methods and costs of doing business and providing services.
- 5.5 **Continuity.** The Contractor has maintained high level of performance during the contract transition (phase-in) and transition to follow-on task orders.
- 5.6 **Cost.** The Contractor has met its proposed labor and materials budgets.

[End of Attachment 01 to Section J]

**ATTACHMENT 2  
TASK ORDER**

**2013 ANNUAL REPORT**

# Sandy Springs Tennis Center Annual Report, 2013

## OPERATIONS

- Added online booking for courts and events
  - o 870 patrons have online accounts
  - o 58% are Fulton County residents
- Added payment by credit and debit card
- Added senior discounts including free play for seniors and super seniors

## TENNIS PROGRAMMING

- Added new adult programming with 400 adults per month participating
  - o New Adult Summer Camp
  - o New Adult Start clinics for beginners
  - o New Ladies Drill
  - o New Advanced Men's Drill
- Added new junior programming with 240 juniors per session participating
  - o New advanced Junior Academy drills for elite juniors
  - o New TAS Select program for selected juniors, ages 7-9
  - o New Tiny Tennis for ages 3-4

## USTA/ALTA LEAGUE PLAY

- Hosted 196 ALTA/USTA ladies, mens and junior teams, winter through fall
- Hosted ALTA city finals
- Hosted USTA's new Red Hare Tennis League

## TOURNAMENTS & SPECIAL EVENTS

- Hosted US Open Qualifier with 64 participants vying for a spot at the US Open
- Hosted 16 United States Tennis Association (USTA) sanctioned junior tournaments
- Hosted USTA Play Day for 10 & Unders
- Hosted USTA Tennis Apprenticeships
- Hosted Sandy Springs Golden Games Tournament for seniors
- Hosted Southern Cities Championship with 140 players from the southeast staying in area hotels
- Hosted Fall Classic Adaptive Tennis Tournament for the mentally disabled
  - o Regional 2 day tournament with many participants staying in Sandy Springs hotels
  - o Drew approximately 648 people to Sandy Springs, 14 courts provided at no charge
- Hosted all T2 league finals, with the exception of previous dates set, men and women
- Hosted 3 corporate round robins
- Ran free tennis camp for underprivileged kids from Sandy Springs, 31 kids
- Donated courts for:
  - o Georgia Tech Foundation
  - o Kids Chance
  - o American Cancer Society

## FACILITY UPGRADES

- Upgraded tennis pro shop: Your Serve Tennis offers an upgrade in design and look as well as upgraded quality, service, and quantity of merchandise.
- Installed new black coat tennis fencing on all 24 courts
- Resurfaced clay courts

## Sandy Springs Tennis Center Annual Report, 2013

### FACILITY MAINTENANCE

- Refurbished air conditioning and heating system
- Repaired roof drainage system
- Rewired electrical outlets and switches in lower building
- Retooled water well and added an automatic flush
- Retooled inside working of 2 toilets
- Replaced large front desk window (10 x 6 feet) with double pain glass
- Rebuilt main parts of 3 entry way doors
- Used Best Lock system to replace all locks and keys for facility
- Painted interior walls
- Reconditioned tile floor
- Replaced 40 light bulbs and 4 ballasts
- Replaced 8 nets
- Rebuilt engine for clay court roller

### NUMBER OF PARTICIPANTS AND FAMILIES USING SANDY SPRINGS TENNIS CENTER

- Number based on juniors each week, adult drill participants, alta/usta coaching session participants, alta/usta match participants and friends, open court bookings, private lesssons, tournament participants and their families
- Monthly average in months other than December and January 7,427
- Total annual number 70,000 +

**ATTACHMENT 3  
TASK ORDER**

**Offeror's Submitted  
Cost Proposal and Estimated Operating Expenses**

**Sandy Springs Tennis Center  
Groslimond Tennis Services, Inc.  
Projected Income Statement 2014**

<b>SSTC/GTS Revenue</b>	<b>Projected 2014</b>
Adult Group Clinics	\$62,000.00
Jr Tennis Academy	\$136,000.00
Youth Tennis	\$110,000.00
Summer Camp	\$60,000.00
Private Instruction	\$220,000.00
ALTA/USTA Coaching	\$35,000.00
Ball Machine Rental	\$6,500.00
Court Fees	\$145,000.00
Special Events	\$30,000.00
USTA Tournaments	\$14,000.00
Rental Income Pro Shop	\$36,300.00
Misc Services	\$6,000.00
	<b>\$860,800.00</b>

<b>SSTC/GTS Expenses</b>	<b>Projected 2014</b>
Facility Mgr	\$48,000.00
Counter Staff	\$62,500.00
Maintenance/Landscaping Staff	\$28,000.00
Pro Staff	\$340,000.00
Payroll Tax	\$35,500.00
Workmans Comp	\$12,000.00
Janitorial Svc	\$6,000.00
Liability Insurance	\$22,300.00
Accounting	\$6,000.00
General Supplies	\$6,500.00
Tennis Supplies	\$16,500.00
Maintenance Equipment	\$3,500.00
Repairs and Maintenance	\$10,000.00
Utilities	\$37,200.00
Phone/Internet/TV	\$4,800.00
Online Reservation/Website	\$3,000.00
Credit Cards	\$13,500.00
USTA Tournament Expenses	\$5,000.00
Advertising	\$9,000.00
License & Permitting	\$1,500.00
Professional Services	\$8,000.00
Compensation/Rent to City	\$60,000.00
	<b>\$738,800.00</b>

**Net Income** **\$122,000.00**