

2021-03-08

**REQUEST FOR PROPOSAL
INTERACTIVE GUEST EXPERIENCE OPPORTUNITY
RFP 10 (2021-03)**

This Request for Proposal is being issued to invite qualified and experienced individuals or organizations with the necessary skills, creativity and financial resources to submit a proposal related to providing a turnkey operation for an interactive guest experience through a revenue sharing agreement or a rental purchase.

Due Date: Tuesday 2021-03-23 1200 hours (noon, local time)

A site (proposal) meeting has not been scheduled however the Toronto Zoo **highly recommends** you contact Peter Dearness, Guest Operations Supervisor (pdearness@torontozoo.ca) to make arrangements for a site meeting or virtual meeting. Any request for a site meeting to view the potential onsite locations will be done by appointment only.

Proposals shall remain in effect for a period of ninety (90) days from the Proposal due date.

The Board of Management of the Toronto Zoo reserves the right to reject any or all Proposals or to accept any Proposal, should it deem such action to be in its interests.

If you have any queries regarding this request for proposal, please contact Mr. Peter Vasilopoulos, Supervisor of Purchasing & Supply at pvasilopoulos@torontozoo.ca.

Yours truly,

Taryne Haight
Manager, Financial Services

Table of Contents

SECTION	SECTION DESCRIPTION	PAGE (S)
RFP LETTER	Invitation Letter	1
T.O.C.	Table of Contents	2
1.0	Instructions	3
2.0	Definitions	5
3.0	Background and Scope of Request	5
4.0	Proposal Content	6
5.0	Schedule of Events	8
6.0	Time Period for Implementation and Contract term	9
7.0	Proposal Evaluation Criteria	9
8.0	General Terms	13
9.0	Proposal Submission Form	18
	Submission label	19
	Notice of No Bid	20
Appendix A	Sample Agreement	
Appendix B	Accessibility for Ontarians with Disabilities Act (AODA)	

1.0 INSTRUCTIONS

- 1.0 Review the Request for Proposal (RFP) issued and requirements within and return your complete proposal with the enclosed SUBMISSION FORMS by the due date and time.
- 1.1 Every proponent is responsible for conducting its own investigations and due diligence necessary for the preparation of this Proposal.
- 1.2 A site (proposal) meeting has not been scheduled, however, the Toronto Zoo **highly recommends** you contact Peter Dearness, Guest Operations Supervisor (pdearness@torontozoo.ca) to make arrangements for a site meeting or virtual meeting. Any request for a site meeting to view the potential onsite locations will be done by appointment only.
- 1.3 Your sealed proposal must be completed, and received by Purchasing & Supply, Toronto Zoo, Administrative-Support Centre, 361A Old Finch Ave., Toronto, Ontario, M1B 5K7 by **Tuesday 2021-03-23 1200 hours (noon, local time)** or your proposal will not be considered
- 1.4 Proposals must not be submitted by facsimile or email.
- 1.5 If it becomes necessary to revise any part of this RFP, the revisions will be by Addendum posted electronically in Adobe PDF format on the Toronto Zoo's website. Bidders and prospective bidders should check the site frequently for any updated information and addenda issued, before the closing date and time.
- 1.6 Use the attached submission label when you submit your response in a sealed envelope or package and deliver to the Toronto Zoo.
- 1.7 The person(s) authorized to sign on behalf of the Proponent and to bind the Proponent to statements made in response to this Request for Proposal must sign the proposal.
- 1.8 Submission – Temporary process - In view of the current situation with COVID 19 and to limit personal interaction, on an temporary basis submissions for this Request for Proposal can be submitted electronically by email in a PDF file, prior to the submission deadline to the following email address

purchasing@torontozoo.ca

and note the following:

- a. Subject of the file to be: RFP# - Title of RFP – Vendor name.
- b. Amendments to a Proposal may be submitted via the same methods, at any time prior to the Closing Time.
- c. It is the Supplier's sole responsibility to ensure its Bid is received by the Submission Deadline in accordance with the requirements of this RFP. The receipt of Bids can be delayed due to a number of factors including "internet traffic", file transfer size and transmission speed. The Supplier should allow sufficient time to download, complete and upload, as applicable, the submission forms comprising its Bid and any attachments.

A Bid will only be considered to be submitted once it has been received by the Toronto Zoo. The time of such receipt is reflected by the time received stamped by the Toronto Zoo's email application

- 1.9 No Guarantee of Volume of Work or Exclusivity of Agreement
Toronto Zoo makes no guarantee of the value or volume of work to be assigned to any Vendor. Any Agreement executed with a selected Vendor will not be an exclusive contract for the provision of the described project deliverables. Toronto Zoo may contract with others for

the same or similar deliverables to those described in this RFP or may obtain the same or similar deliverables internally.

- 1.10 The Toronto Zoo makes no representation or warranty; either expressed or implied, with respect to the accuracy or completeness of any information contained or referred to in this RFP.
- 1.11 All copies of all pages of the Proposal should be printed in duplex (i.e. on both sides of the pages) and 11 point font.
- 1.12 All proposals will be irrevocable for a period of ninety (90) days from the date of the proposal submission deadline.
- 1.13 Unless otherwise indicated herein, the prices stated are payable in Canadian Funds, HST excluded.
- 1.14 The exchange rate for any foreign currency will be determined using the Bank of Canada daily rate.
- 1.15 Include product literature, information, samples, and pictures, as necessary.
- 1.16 Quote discounts or quantity price breaks separately on FORMS.
- 1.17 If you have any other inquiries about the proposal or contract inquiries, please contact

Peter Vasilopoulos,
Supervisor, Purchasing & Supply,
(416) 392-5916
pvasilopoulos@torontozoo.ca

|

2.0 DEFINITIONS

2.1 Definitions:

In this RFP the following terms have ascribed to them the following meanings:

- (a) **"The Board of Management of the Toronto Zoo"** and its designated representative hereinafter called "the Toronto Zoo", with whom the Proponent has contracted to perform the required services;
- (b) **"Chief Executive Officer"** means the CEO of the Board of Management of the Toronto Zoo;
- (c) **"Contract"** means the purchase order issued or written contract agreement resulting from this RFP executed by the Toronto Zoo and the Contractor, substantially in the form of the sample contract agreement attached;
- (d) **"Contractor"** means the Preferred Proponent if any, who enters into the Contract;
- (e) **"Preferred Proponent"** means the Proponent whose Proposal, as determined through the evaluation analysis described in the RFP, provides the best overall value in meeting the Toronto Zoo's requirements, and with whom a Contract will be considered;
- (f) **"Proposal"** means a proposal submitted in response to this RFP;
- (g) **"Proponent"** means the person, Proponent, firm or, consortium or joint venture that submits, or intends to submit, a proposal in response to this RFP;
- (h) **"RFP"** means the Request for Proposals document in its entirety, inclusive of any addenda that may be issued by the Toronto Zoo;
- (i) **"Submission"** and /or **"Proposal"** means the Proponent's written reply or submission in response to this RFP;
- (j) **"Work" and "Services"** means all work and services required under these documents, and in accordance with the Contract Requirements, General Requirements, and Specifications;

3.0 BACKGROUND AND SCOPE OF REQUEST

3.1 Background

Toronto Zoo would like to examine the potential for a new guest experience; an interactive experience for all ages. The Zoo is looking to provide this immersive style guest experience through a revenue sharing agreement or a rental purchase.

A proposal is requested for qualified and experienced individuals or organizations with the necessary skills, creativity and financial resources to submit a proposal related to providing a turnkey operation including maintenance for an interactive guest experience through a revenue sharing agreement or a rental purchase. This operation could be run during Zoo hours and provide guests an experience as part of their visit to the Zoo. It may also be delivered as a stand-alone drive through on a predetermined route or as a late night experience.

Special consideration should be given to the ability follow changing public health guidelines during the COVID-19 global pandemic. The ability to change from one medium to another (example: switch from an experience for walking guests to drive through) is beneficial, but not required.

The Zoo looks to a partner or supplier to provide a revenue-generating conservation/animal/zoo themed experience. Priority will be given to those vendors/suppliers that use current technology in these experiences that will allow for maximum safety for guests, simple operation with minimal staffing, and maximum throughput of guests.

A detailed submission requirement for this request for proposal is requested, however, please note the following:

- The Zoo could enter into an agreement with a vendor under a revenue sharing agreement and the vendor to supply the experience and remain its owner.
- The Zoo has a preferred location on site but looks to the vendor/supplier to make recommendations based on theme, revenue potential and minimal impact on the environment.
- The vendor/supplier should provide photos, specifications of the installation of the experience, a dimensional footprint of the complete experience, full details of the installation process, foundation requirements, training costs, and yearly/monthly maintenance costs.
- The experience(s) should relay the important message of wildlife conservation and a positive view of the world's natural environment and must also pass on important conservation messages.
- The vendor must provide the experience during the operating season of the Zoo as agreed upon. This may include but is not limited to operating hours from 8:00 am through to 9:30 pm during peak summer days. During shoulder period operations (Sept – Mar) the adventure may be operated on weekends, holidays or other days as agreed upon between the Zoo and the vendor.
- All SDS, WHMIS or Health and Safety requirements under the jurisdiction of laws of Ontario to be the responsibility of the supplier. The vendor/supplier must provide the Zoo with documentation that all materials used comply with these standards. If required, TSSA guidelines and regulations would also need to be met.
- Guests using the experience must be outfitted in such a way allowing for optimum safety.
- All maintenance, licensing, and upkeep of the show should be outlined in your proposal, and areas of responsibility between the Zoo and the vendor well defined.
- The vendor/supplier must provide all components of the experience including equipment, materials and must advise of power and/or shelter requirements and detail who will be responsible in the event new power and/or shelter are required.
- The Zoo can/may provide, as part of the negotiated agreement, staff to operate the experience. Staffing requirements for the show must be detailed with minimum and maximum requirements.
- The Zoo and its staff will be the only authorized seller of tickets / novelties on site and will provide timely payment to the vendor to their share of the revenue.
- The ticketed price must incorporate all required taxes including HST.
- Pricing and revenue shares are set by the Zoo and the vendor and can / may include options to incorporate combination pricing with other rides or attractions at the Zoo.

4.0 PROPOSAL CONTENT

Proposals submitted in response to this RFP should be detailed sufficiently and demonstrate attention to the scope of the request as outlined in Section 3.0 of the RFP and included the following items:

Please submit a proposal based on the above, with the following information required:

1. Proponent Profile

- a) Cover page;
- b) Duly executed Proposal Form.
- c) A profile and summary of corporate history;
- d) Major clients and business partners;
- e) Demonstrate that the bidder is currently operating as a provider of interactive guest experiences and has done so for the last five (5) consecutive years and provide three (3) examples of similar outdoor event activations. Each example should include a case study, timeline, high-level budget breakdown and photos;
- f) Organization's active conservation and environmental policy;
- g) General description of the interactive guest experience including
 - i. Detailed description of the operation of the experience including staffing requirements, recommended location and theme requirements. Include as much detail as possible as this information will be used to attract potential sponsorship partners;
 - ii. Detailed description including concept drawings, technical requirements and project time table for the installation of the attraction;
 - iii. Specific requirements should be outlined including any requirements of the Zoo including site preparation, shelter, power requirements and technical requirements;

2. Revenue and Revenue Sharing

- a) The Zoo is considering a revenue sharing agreement. As such, please provide details
 - i. anticipated revenues on a yearly basis based on attendance, capture rate or other proven and realistic criteria;
 - ii. provide recommended pricing for the experience,
 - iii. gross revenues;
 - iv. anticipated revenue sharing percentages between the Zoo and the vendor.
- b) Indicate if your company may guarantee a minimum monthly or annual dollar amount of revenue to the Zoo;
- c) All currency numbers must be expressed in CANADIAN DOLLARS.
- d) All payments are net of taxes paid out as required by law. The Zoo will collect all revenues and pay a commission fee to the supplier based on revenue collected. All sales are entered into the Zoo's point of sale systems and daily detailed ride numbers are provided with payment. Payment is to be made on a monthly basis following verification by our accounting unit.

3. Ticketing Operations Staffing

- a) All ticketing and the exchange of payment with the public will be through Zoo staff only. Tickets will be issued by Zoo staff upon acceptance of payment and it will be the responsibility of either the vendor or Zoo staff to accept, collect and maintain these tickets in exchange for providing the experience based upon agreed upon operational requirements.

b) Please detail where responsibility for daily operation would reside. Day to day operation of the experience can be with Zoo staff or the vendor / supplier staff. It is anticipated that the vendor/supplier will supply excellent training and support to staff. If vendor staff, they are to be involved in any Customer Service training as well as training for compliance with the Accessibility for Ontarians With Disability Act (AODA) as offered to all staff of the Toronto Zoo. In addition, it is the vendor’s responsibility to provide clean and proper uniforms and any personal protective equipment to their staff.

4. Attendance

Attendance for 2021 is expected to be 838,300 based on limited capacity adjusted for COVID-19 guidelines. Normal attendance is approximately 1,167,000 visitors per year, (based on a 5-year average 2015-2019) with the majority of visitors between May and October. Historical numbers and demographic information can be provided upon request.

5. Pricing Strategy

Please detail the pricing strategy. A flexibility to work with the Zoo and other ride/novelty operators on site is recommended to include multi-ride tickets and combination tickets. In addition, the Zoo may wish to include the experience as part of a full all-inclusive admission price to visitors. Please provide your desire or concern to operate under this format.

6. On-going Maintenance, Service and Licensing

Provide detailed requirements and defined responsibilities of the Zoo and the vendor/supplier as it relates to the on-going maintenance of the adventure. Include daily, monthly, yearly inspections, replacement of equipment, and licensing requirements.

a) Service Contract

Indicate the requirements for servicing by Zoo staff and when a service technician is called.

b) Licensing

Identify any requirements for the operation of the ride with TSSA or any other licensing organization in Ontario. Outline in detail any training required by Zoo staff.

Set-up and Removal Identify all set up and removal requirements and timelines.

5.0 SCHEDULE OF EVENTS

The following is a tentative schedule for the Interactive process. The final schedule will be developed jointly with the successful proponent in the first week of project execution:

Pre-Award	
Release of RFP	2021-03-08
Proponents’ Question Deadline	2021-03-16
Submission Due	2021-03-23
Interviews, if necessary	Week of 2021-03-29
Estimate Notice of Award By the Toronto Zoo	Week of 2021-03-29

The RFP process and project will be governed according to the above schedule or other schedule provided by the Consultant and approved by the CEO of the Toronto Zoo. Although every attempt will be made to meet all dates listed, the Toronto Zoo reserves the right to modify any or all dates at its sole discretion. Appropriate notice of change will be provided, in writing, as soon as is feasible so that each Proponent will be given the same non-preferential treatment.

6.0 TIME PERIOD FOR IMPLEMENTATION AND CONTRACT TERMS

It is anticipated that the experience would begin operation in Spring 2021. The Toronto Zoo reserves the right, in its sole and absolute discretion, to extend the term for an additional two (2) season/years on a yearly basis on the same terms and conditions, by providing ninety (90) written notice to the Vendor in advance of such optional period.

It should be noted that the Zoo has a number of current vendors that operate the rides at the Zoo for a number of years. It is the goal of the Zoo to maintain a strong and lasting partnership with the successful vendor.

7.0 PROPOSAL EVALUATION CRITERIA

The Proponent is urged to ensure that its Proposal is submitted in the most favourable terms in order to reflect the best possible potential, since less than best potential could result in exclusion of the Proposal from further consideration.

The RFP will not be awarded to the Proposal with the lowest cost, but rather, award shall be based on an evaluation of the Consulting team's expertise, prior project experience, proposed methodology, and price. Additionally, the Zoo may accept or reject any part of the Proponent's bid.

An Evaluation Team comprised of representatives designated by the Zoo will evaluate responses to the RFP.

There are three steps to the pre-defined evaluation process:

- Step 1 – Initial Review of Responses
- Step 2 – Evaluation of Submitted Proposals
- Step 3 – Evaluation of Presentations

Step 1 – Initial Review of Responses

The Zoo will open only those Proposals received by the Proposal Deadline and time specified within this RFP. Immediately upon opening, the Zoo will review each Proposal for compliance with the instructions and conditions applicable to this RFP. The Zoo, at its option, may seek Proponent retraction and clarification of any discrepancy/contradiction found during its review of Proposals.

The Zoo will review all completed proposals received by the deadline. All submissions will be evaluated by a committee set up by the Zoo and scoring will be based on the following:

Proponent Profile

- a) The profile and summary of corporate history of the company.

- b) Demonstrated success in organization’s operation with respect to conservation and green initiatives.

Experience and Qualifications of the Proponent

- a) Experience in the ownership, management and operations of cinematic experiences currently in operation.
- b) Major clients and business partners including references including name, title, address and phone number of similar partner agreements.
- c) Safety plan and record including details on safety breaches encountered at other venues and the actual remedial/corrective action taken to address the breach.
- d) Ability to provide Commercial General Liability insurance with a limit of not less than \$5,000,000 per occurrence.

Adventure Experience

- a) Overall experience including theme, tie-in to the Zoo and its conservation mandate and the potential experience as seen by the Zoo's guests.
- b) Site location, ease and timing of installation.
- c) Potential for future growth

Fees

- a) Percentage of revenue share expected based on gross sales.
- b) Minimum amount to be provided to the Zoo, if you are proposing a minimum annual amount, for each year of the agreement.
- c) Flexibility to provide additional revenues through multi ticketing, combination ticketing or all-inclusive ticketing.
- d) Potential revenue based on its ability to attract Zoo visitors.

Please provide all of the requirements as detailed above and any additional information based on your experience in this type of operation.

7.1 Selection Criteria

The Evaluation Committee will utilize the evaluation and selection process to establish a Total Score for each Proposal as noted in 7.2 below. Based on this scoring, high-scoring proponents may be asked to attend an interview, and a final selection made on the basis of proposal and interview evaluation.

7.2 Selection Process

The Evaluation Committee will score the proposals using the Evaluation Criteria Table below.

Evaluation Criteria Table

Criteria	Points available to be awarded
Proponent Profile	10
Experience, qualifications and has the capacity to finance and operate the project and key personnel involved in delivering similar experiences in the past (5) years.	25
Interactive experience operation including how appropriate the development concept is and details on service or maintenance operation.	40
Revenue share and pricing model	25
TOTAL	100

<p>Interview: At the discretion of the Toronto Zoo, proponents who have received a high ranking may be invited to an interview with the Evaluation Committee, the results of which will be used by the Committee as a mechanism to revisit, revise, confirm and finalize the score and select the Preferred Proponent.</p>	
<p>Proponent's Presentation & ability to answer questions during the Interview</p>	<p>50</p>

A Total Score (Interviewed Proponents) will be determined, including the Proponent's interview score. This Total Score (Interviewed Proponents) will be used for the final ranking of Proponents.

7.3 Clarifications

As part of the evaluation process, the Evaluation Committee may make requests for further information with respect to the content of any Proposal in order to clarify the understanding of the Proponent's response. The clarification process shall not be used to obtain required information that was not submitted at time of close or to promote the Proponent's company.

The Evaluation Committee may request this further information from one or more Proponents and not from others.

7.4 Interviews

The Toronto Zoo reserves the right to interview one or more high-scoring Proponents. Proponents will be short-listed for an interview based on the scoring of their written proposals using the above Evaluation Table.

The representative of a Proponent at any interview scheduled is expected to be thoroughly versed and knowledgeable with respect to the requirements of this RFP and the contents of its Proposal, and must have the authority to make decisions and commitments with respect to matters discussed at the interview, which may be included in any resulting Agreement.

The staff team proposed by the Proponent is an important element in the selection criteria and should be present for the interviews.

The Evaluation Committee may interview any Proponent(s) without interviewing others, and the Board will be under no obligation to advise those not receiving an invitation until completion of the evaluation and selection process.

7.5 Evaluation Results

Upon conclusion of the evaluation process, a final recommendation will be made by the Evaluation Committee.

Proposal evaluation results shall be the property of the Toronto Zoo and are subject to MFIPPA. Evaluation results may be made available to members of the Board/City Council on a confidential basis and may be subject to public release pursuant to MFIPPA.

7.6 Negotiations and Agreement

The award of any Agreement will be at the absolute discretion of the Toronto Zoo. The selection of the Preferred Proponent will not oblige the Toronto Zoo to negotiate or execute an Agreement with that Preferred Proponent.

The Toronto Zoo shall have the right to negotiate on such matter(s) as it chooses with the Preferred Proponent without obligation to communicate, negotiate or review similar modifications with other Proponents. The Toronto Zoo shall incur no liability to any other Proponent as a result of such negotiation or alternative arrangements.

During negotiations, the scope of the services may be refined, issues may be prioritized, responsibilities among the Proponent, all staff and sub-consultants provided by it and the Board may be settled and the issues concerning implementation may be clarified.

The Preferred Proponent, shall be required to enter into an agreement (the “Agreement”) in the form of the Interactive Cinematic Experience Draft Agreement attached as Appendix “A” to this RFP. The terms and conditions of the draft Agreement in Appendix A may be subject to such amendments as may be negotiated by the Toronto Zoo, in its sole discretion, with the successful Proponent.

If any Agreement cannot be negotiated within thirty (30) business days of notification to the Preferred Proponent, the Toronto Zoo may, at its sole discretion, choose to continue negotiations for a period of time, terminate negotiations with that Proponent and negotiate an Agreement with another Proponent, or abort the RFP process and not enter into any Agreement with any of the Proponents.

8.0 GENERAL TERMS

8.1 Proponent Assurance:

Unless otherwise stated, the goods, material, articles, equipment, work or services, specified or called for in or under this Proposal, shall be delivered or completely performed, as the case may be, by the Proponent as soon as possible and in any event within the period set out herein as the guaranteed period of delivery or completion.

8.2 Country of Origin:

Whenever possible, the goods, materials, articles or equipment, specified or called for in or under this Proposal, shall be of Canadian origin and manufacture.

8.3 Invoicing:

Unless otherwise indicated herein, the prices stated are payable in Canadian Funds at the head office of the Toronto Zoo. The impact of the Harmonized Sales Tax (HST) where applicable shall each be shown as a separate item. The Proponent's HST/GST registration number must be indicated on the invoice.

The Proponent shall clearly show any special charges as separate items on the invoice.

Payments to non-resident Proponents may be subject to withholding taxes under the Income Tax Act (Canada). Unless a non-resident Proponent provides the Toronto Zoo with a letter from Revenue Canada Taxation waiving the withholding requirements, the Toronto Zoo will withhold the taxes it determines are required under the Income Tax Act (Canada). Further information is available at the [CRA website, www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

8.4 Right to Cancel:

The Toronto Zoo shall have the right to cancel at any time this Proposal or any contract or any part of any contract resulting from this Proposal in respect of the goods, material, articles, equipment, work or services set out in this Proposal or any such contract or part of such contract, not delivered or performed at the time of such cancellation, and the Toronto Zoo will not be responsible to make any payments in respect of any such goods, materials, articles, equipment, work or services and shall not incur any liability whatsoever in respect thereto.

In the event that the Proponent fails or neglects by any act or omission to comply with any of the conditions set out herein, this Proposal or any contract resulting from this Proposal may be unconditionally cancelled by the Toronto Zoo without notice to the Proponent.

8.5 Interest:

The Bidder/Proponent shall not be entitled to any interest upon any bill on account of delay in its approval by the Toronto Zoo.

8.6 Official Agreement:

No verbal arrangement or agreement, relating to the goods, material, articles, equipment, work or services, specified or called for under this Proposal, will be considered binding, and every notice advice or other communication pertaining thereto, must be in writing and signed by a duly authorized person.

8.7 Insurance and Policies

The Proponent shall procure and maintain, at its own expense and cost, insurance policies with limits no less than those shown below.

Provide minimum \$5,000,000 Commercial Liability Insurance in respect of injury or death to a single person or for property damage in a manner satisfactory to the Chief Operating Officer must be maintained through the Project and included in the Fee Proposal.

All insurance policies shall be endorsed to provide a minimum advance written notice of not less than thirty (30) days, in the event of cancellation, termination or reduction in coverage or limits, such notice to be made to the Chief Operating Officer.

The Proponent shall, as applicable, conform to and enforce strict compliance with the Occupational Health and Safety Act and for purposes of the Act be designated as the "constructor" for the Service.

The Proponent must adhere to all relevant Zoo policies, including, but not limited to, the Contractor Safety Policy, Working in the Vicinity of Animal Containments Policy and the Vehicles on Site Policy, copies of which the Chief Operating Officer, Toronto Zoo, shall supply to the Preferred Proponent.

8.8 **Indemnity:**

The Proponent shall at all times well and truly save, defend, keep harmless and fully indemnify the Toronto Zoo, the Board of Management of the Toronto Zoo, the City of Toronto, the Toronto & Region Conservation Authority, and their servants, employees, officers, agents and invitees, from and against all actions, suits, claims, demands, losses, costs, charges, damages, and expenses, brought or made against or incurred by their servants, officers, employees, agents or invitees in any way relating, directly or indirectly, to goods, material, articles or equipment supplied or to be supplied, or to the supplying of goods or services, pursuant to this Proposal, or any other claim, action, suit, demand, loss, cost, charge, damage or expense relating to copyright, trademark or patent with regard directly or indirectly with any such goods, services, material, articles or equipment or the supply or performance thereof.

- 8.9 **Compliance with Laws & Acts:** The Vendor will be required to comply with all federal, provincial and municipal laws and regulations in providing Goods and Services including, without limitation, the Occupational Health & Safety Act (OHSA) and the Workplace Safety & Insurance Act, 1997, Accessibility for Ontarians with Disabilities Act (AODA) 2005 or any successor legislation, as applicable, and to provide to the Toronto Zoo, upon request, periodic reports confirming such compliance.

Pursuant to Section 6 of Ontario Regulation 429/07 ("Regulation"), Accessibility Standards for Customer Service made under the *Accessibility for Ontarians with Disabilities Act, 2005*, the contractor, i.e. successful bidder/proponent, shall ensure that all of its employees, agents, volunteers, or others for whom it is at law responsible, receive training about the provision of the goods and services contemplated herein to persons with disabilities. Such training shall be provided in accordance with Section 6 of the Regulation and shall include, without limitation, a review of the purposes of the Act and the requirements of the Regulation, regarding all matters set out in Section 6 of the Regulation. This training is available on-line at <http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html>

The contractor, i.e. **successful bidder/ proponent** where requested by the Toronto Zoo shall provide written proof that all employees, agents, volunteers, or others for whom it is at law responsible have been trained as required under the act as well as any documentation regarding training policies, practices and procedures."

8.10 **Governing Law**

This RFP and any Proposal submitted in response to it and the process contemplated by this RFP including any ensuing Agreement shall be governed by the laws of the Province of Ontario. Any dispute arising out of this RFP or this RFP process will be determined by a court of competent jurisdiction in the Province of Ontario

8.11 Guaranty of Proposal:

All goods, material, articles, equipment, work or services, specified or called for in or under this Proposal, shall be supplied or performed at the price or process and on the basis set forth or referred to in and in accordance with the offer and this Proposal. The basis on which this Proposal is given shall include any specifications, plans, price schedules, samples, addenda or other details pertaining thereto, or provided in connection therewith.

8.12 Formal Contract:

The Proponent will be required to execute and enter into a formal contract (sample form of agreement is attached) that is satisfactory to the solicitor for the Toronto Zoo, in order to document the contract resulting from this RFP Process and to embody indemnity and related provisions that in the opinion of such solicitor are required to protect the Toronto Zoo.

8.13 Warranty of Product:

The Proponent warrants any goods, material, articles or equipment, to be supplied under or pursuant to this Proposal, that is or are to be made or used for particular purpose, will be fit and suitable for that purpose.

8.14 Environmental Commitment – G.I.P.P.E.R.

G.I.P.P.E.R. Statement of Principle – The Toronto Zoo in 1990-07-23, adopted the following G.I.P.P.E.R. (Governments Incorporating Procurement Policies to Eliminate Refuse Committee) Statement of Principle in order to contribute to waste reduction and to further the development and awareness of Environmentally Sound Purchasing.

“In order to contribute to waste reduction and to increase the development and awareness of Environmentally Sound Purchasing, acquisitions of goods and services will ensure that wherever possible specifications are amended to provide for the expanded use of durable products, reusable products and products (including those used in services) that contain the maximum level of post-consumer waste and/or recyclable content, without significantly affecting the intended use of the products or service. It is recognized that cost analysis is required in order to ensure that the products are made available at competitive prices”

All Proponents are encouraged to be pro-active in assisting the Toronto Zoo in achieving this principle. Alternative goods & services, suggested by the Proponent, addressing the above principle will be considered by the Toronto Zoo, within a reasonable price range.

8.15 Proposal/Quotation Costs:

The proponent shall bear all costs and expenses with respect to the preparation and submission of its proposal/quotation costs and the bidder participation in the proposal/quotation/proposal costs process, including, but not limited to: site visits and inspections, all information gathering processes, interviews, preparing responses to questions or requests for clarification from the Toronto Zoo, preparation of questions for the Toronto Zoo, and contract discussions and negotiations.

The Toronto Zoo shall not be responsible for or liable to pay any proposal/quotation costs of any proponent regardless of the conduct or outcome of the proposal/quotation Request, Purchase Order process or Contract process.

8.16 Copyright:

All final custom designs, artwork, etc. shall become the property of the Toronto Zoo. The Toronto Zoo shall retain sole copyright of all work that is developed or created at the request of the Toronto Zoo and the Proponent shall have no rights of sale or production other than the use for personal promotion of the author.

8.17 Addenda

If the Proponent finds discrepancies in or omissions from these Specifications or if he/she is in doubt as to their meaning, he/she shall notify the Toronto Zoo, who may issue a written addendum. The Toronto Zoo will make oral interpretations of the meaning of these documents and drawings.

If an addendum(s) is issued by the Toronto Zoo during the proposal period, such addendum(s) must be acknowledged by the Proponent in writing in their pricing submission.

8.18 Toronto Zoo Rights and Options Reserved:

The Toronto Zoo reserves the right to award the contract to any proponent who will best serve the interest of the Toronto Zoo. The Toronto Zoo reserves the right, in its sole discretion, to exercise the following rights and options with respect to the proposal submission, evaluation and selection process under this RFP:

- (a) To reject any or all proposals;
- (b) To re-issue this RFP at any time prior to award of work;
- (c) To cancel this RFP with or without issuing another RFP;
- (d) To supplement, amend, substitute or otherwise modify this RFP at any time prior to the selection of one or more proponents for negotiation;
- (e) To accept or reject any or all of the items in any proposal and award the work in whole or in part;
- (f) To waive any informality, defect, non-responsiveness and/or deviation from this RFP and its requirements;
- (g) To permit or reject at the Toronto Zoo's sole discretion, amendments (including information inadvertently omitted), modifications, alterations and/or corrections of proposals by some or all of the proponents following proposal submission;
- (h) To request that some or all of the proponents modify proposals based upon the Toronto Zoo's review and evaluation;
- (i) To request additional or clarifying information or more detailed information from any Proponent at any time, before or after proposal submission, including information inadvertently omitted by the proponent.

8.19 Performance:

All work to be done under the Contract shall be done to the satisfaction of the Toronto Zoo or their representative authorized to act for them, and the materials and process of preparation and manufacture shall at all times be subject to their examination and inspection and rejection in any stage of the preparation or manufacture.

8.20 Termination of Contract

The Toronto Zoo reserves the right to terminate any contract for any reason of:

- (a) Non-conformance to the terms of the contract
- (b) Inability to supply or deficiencies in the standard of service or products being supplied
- (c) In the event the Contractor shall fail to maintain or keep in force any terms and conditions of the contract, the Toronto Zoo may notify the Contractor in writing of such failure and demand that the same be remedied within thirty (30) days. Should the Contractor fail to remedy the same within the same period, the Toronto Zoo shall then

have the right to terminate the contract by giving the Contractor thirty (30) days written notice.

The Toronto Zoo shall be the sole judge what constitutes unacceptable service.

8.21 Co-ordination of Work:

The proponent shall co-ordinate all work with the Toronto Zoo or their representative authorized to act for them, to ensure co-ordination and timely execution of service.

8.22 Assignment

The Contractor shall not assign or subcontract any of its obligations except as contained in the contract without the prior written approval of the Toronto Zoo.

8.23 Records

The Contractor shall maintain proper records of all sales to the Toronto Zoo and sales through the Contractor's vending equipment. These records shall be available for examination and/or audit by the college during the term of the contract and up to two (2) years beyond the termination of the contract.

8.24 Education Institute Status

The Toronto Zoo is a registered educational institute and accordingly may be eligible for preferred pricing which should be reflected in the Proposal as submitted.

8.25 Charity Status

The Toronto Zoo is a registered charitable organization (registration #BN 119216398RR0001) and accordingly may be eligible for preferred pricing which should be reflected in the Proposal as submitted.

9.0 PROPOSAL SUBMISSION FORM:

The undersigned Proponent having reviewed and fully understood the RFP and all terms and requirements of the RFP and all terms and conditions of the RFP and information provided, hereby submits the attached Proposal and supporting materials (“the Proposal”) in accordance.

I/We, hereby, have received, allowed for and included as part of our submission all issued Addendum numbered _____.

The Board of Management of the Toronto Zoo reserves the right to reject any or all Proposals or to accept any Proposal, should it deem such action to be in its interests.

By submitting a Proposal the Proponent agrees to all of the terms and conditions of this Request for Proposal.

By signing and submitting this proposal, you are agreeing to the release of your proposal information, as deemed necessary by the Board, in order to conduct business associated with this proposal or project.

COMPANY INFORMATION	
Company Name:	
Name of authorized Signing Officer	Title:
Signature:	Date:
Contact Name:	Title:
Address:	
Telephone #:	Fax #:
Email:	Web Site:
HST #:	

SUBMISSION LABEL

This address label should be printed and affixed to the front of your sealed tender, quotation and proposal envelope/package submission. Toronto Zoo will not be held responsible for envelopes and packages that are not properly labelled or submitted to an address other than the one listed on this label.

Proponent Name _____

RFP 10 (2021-03) – INTERACTIVE EXPERIENCE OPPORTUNITY
Closing: Tuesday 2021-03-23 1200 hours (noon, local time)

TO BE RETURNED TO

TORONTO ZOO
C/O SUPERVISOR, PURCHASING & SUPPLY
ADMINISTRATIVE SUPPORT CENTRE
361A OLD FINCH AVE.
TORONTO, ONTARIO
M1B 5K7

NOTICE OF NO BID

INSTRUCTIONS:

It is important to the Toronto Zoo to receive a reply from all invited bidders. If you are unable, or do not wish to submit a bid, please complete the following portions of this form. State your reason for not bidding by checking the applicable box(es) or by explaining briefly in the space provided. It is not necessary to return any other Request for Proposal/Quotation/Tender documents or forms. Please just return this completed form by fax or by mail prior to the official closing date. Purchasing and Supply Fax Number: (416) 392-6711.

A Proposal/Quotation/Tender is not submitted for the following reason(s):		
<input type="checkbox"/>	Project/quantity too large.	<input type="checkbox"/> Project/quantity too small.
<input type="checkbox"/>	We do not offer services or commodities to these requirements	<input type="checkbox"/> Cannot meet delivery or completion requirement
<input type="checkbox"/>	We do not offer this service or commodity.	<input type="checkbox"/> Agreements with other company do not permit us to sell directly.
<input type="checkbox"/>	Cannot handle due to present commitments.	<input type="checkbox"/> Licensing restrictions
<input type="checkbox"/>	Unable to bid competitively.	<input type="checkbox"/> We do not wish to bid on this service or commodity in the future.
<input type="checkbox"/>	Insufficient information to prepare quote/proposal/tender	<input type="checkbox"/> Specifications are not sufficiently defined
<input type="checkbox"/>	We are unable to meet bonding or insurance requirements.	

Other reasons or additional comments (please explain):

Company Name:	
Address	
Contact Person:	
Signature of Company Representative:	
Date:	
Phone Number:	
Email address	
Fax Number:	

APPENDIX B – ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

The Toronto Zoo supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and is committed to providing equal treatment and equitable benefits of Toronto Zoo services, programs and facilities in a manner that respects the dignity and independence of people with disabilities.

Accessibility for Ontarians with Disabilities Act (AODA) Requirements: "Pursuant to Section 6 of Ontario Regulation 429/07 ("Regulation"), Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005, the contractor, i.e. successful bidder/proponent, shall ensure that all of its employees, agents, volunteers, or others for whom it is at law responsible, receive training about the provision of the goods and services contemplated herein to persons with disabilities. Such training shall be provided in accordance with Section 6 of the Regulation and shall include, without limitation, a review of the purposes of the Act and the requirements of the Regulation, as well as instruction regarding all matters set out in Section 6 of the Regulation. This training will take approximately twenty minutes and is available on-line at <http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html>

The contractor, i.e. successful bidder/ proponent where requested by the Toronto Zoo shall provide written proof that all employees, agents, volunteers, or others for whom it is at law responsible have been trained as required under the act as well as any documentation regarding training policies, practices and procedures."