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**Chairman**  
Councillor Raymond Cho  
**Chief Executive Officer**  
John Tracogna  
**Chief Operating Officer**  
Robin D. Hale

2010-08-24

**REQUEST FOR PROPOSAL  
FUND DEVELOPMENT/MEMBERSHIP COMPUTER CONSULTING SERVICES  
RFP # 38 (2010-08)**

**ADDENDUM # 1**

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This addendum shall be incorporated into, and form part of RFP # 38 (2010-08) and take precedence over all requirements of the previously issued bid documents including plans. This addendum must be signed by the bidder (signing officer) in the appropriate space and must be attached to the Form for submission by the bidder.

1. Extension of the closing date

Due to the additional information provided, the due date for submission of proposals is extended as follows:

**Delete: Proposal Due Date - Wednesday, 2010-09-01, 12:00 p.m. (NOON) Local Time in Call Letter.**

**And**

**Replace: Proposal Due Date – Friday; 2010-09-17, 12:00 p.m. (NOON) Local Time**

2. Clarification of Section 4.0 Project Timelines

(a) –Section 4.1.1 adjustments as follows:

<b>Delete:</b>	<b>Proposal Submission Deadline</b>	<b>2010-08-26</b>
	<b>Evaluation of Proposals</b>	<b>2010-09-07</b>
	<b>Interview, if required</b>	<b>2010-09-13</b>
	<b>Selection of best vendor/proposal announced</b>	<b>2010-09-14</b>
	<b>Proposed start of consulting assignment</b>	<b>2010-09-15</b>

**And**

<b>Replace:</b>	<b>Proposal Submission Deadline</b>	<b>2010-09-17</b>
	<b>Evaluation of Proposals</b>	<b>2010-09-24</b>
	<b>Interview, if required</b>	<b>2010-09-30</b>
	<b>Selection of best vendor/proposal announced</b>	<b>2010-10-04</b>
	<b>Proposed start of consulting assignment</b>	<b>2010-10-05</b>

(b)–**Section 4.2** adjustment as follows:

**Delete:**     **Requirements Definition/Software Selection Phase begins September 2010**

**And**

**Replace:**    **Requirements Definition/Software Selection Phase begins October 2010**

3.     Section 7.6 Proposed Project Team, Subsection 7.6.5

**Delete:**     List no more than three engagements where your company has assisted a public sector client in defining requirements, developing a draft RFP, and selecting Fund Development/Membership software for an enterprise-wide implementation. Describe the project, start and end dates, the functions/modules included, your role, the outcome, and how the engagement qualifies your company to perform Toronto Zoo's project.

**And**

**Replace:**    List no more than three engagements where your company has assisted a public sector client in defining requirements, developing a draft RFP, and selecting a **Fund Development/Membership software system or similar customer relations application and/or comparable system for an enterprise-wide implementation**. Describe the project, start and end dates, the functions/modules included, your role, the outcome, and how the engagement qualifies your company to perform Toronto Zoo's project.

4.     Section 7.6 Proposed Project Team, Subsection 7.6.6

**Delete:**     List no more than three engagements where your company has been the primary implementation services provider for an implementation of a Fund Development/Membership software package. Describe the project, start and end dates, the functions/modules implemented, your role, and the outcome. Address how the experience gained from this engagement can be applied to the Requirements Definition/Software Selection phase of Toronto Zoo's fund development/membership project and how it qualifies you to be the prime contractor for the Zoo's fund development/membership implementation.

**And**

**Replace:**    List no more than three engagements where your company has been the primary implementation services provider for an implementation of a **Fund Development/Membership software system or similar customer relations application and/or comparable system**. Describe the project, start and end dates, the functions/modules implemented, your role, and the outcome. Address how the experience gained from this engagement can be applied to the Requirements Definition/Software Selection phase of Toronto Zoo's fund development/membership project and how it qualifies you to be the prime contractor for the Zoo's Fund Development/Membership implementation.

## 5. Section 8.0 Submittal Procedure, Section 8.1

**Delete:** Proponents shall submit proposals in sealed envelopes clearly identifying the RFP number in accordance with the requirements outlined in this document. Three (3) copies of the proposal, including one (1) original master copy, signed in ink, are to be submitted. One electronic copy in Word 97 on a 3½ inch diskette or CD shall also be submitted.

**And**

**Replace:** Proponents shall submit proposals in sealed envelopes clearly identifying the RFP number in accordance with the requirements outlined in this document. Three (3) copies of the proposal, including one (1) original master copy, signed in ink, are to be submitted. One electronic copy in a **Microsoft Word (Minimum Word 97) on a CD or DVD** shall also be submitted.

## 6. Section 9.0 Information Meeting, Subsection 9.1.2

**Delete:** Answers to all questions, whether submitted in advance or raised at the conference, will be provided via e-mail to all proponents represented at the conference. No questions will be answered prior to the site meeting.

**And**

**Replace:** Answers to all questions, whether submitted in advance or raised at the conference, will be provided via e-mail to **all interested proponents**. No questions will be answered prior to the site meeting.

## 7. Section 9.0 Information Meeting, Subsection 9.1.3

**Delete:** The Zoo will attempt to reply to any written questions, which it receives no later than seven (5) business days before the due date for proposals to be submitted. Questions raised after the information session can be submitted as defined in paragraph 9.1.1, above. The Zoo does not guarantee a response to questions received less than five days before the due date. Responses will be provided by e-mail to all proponents who were represented at the site meeting.

**And**

**Replace:** The Zoo will attempt to reply to any written questions, which it receives no later than five (5) business days before the due date for proposals to be submitted. Questions raised after the information session can be submitted as defined in paragraph 9.1.1, above. The Zoo does not guarantee a response to questions received less than five days before the due date. Responses will be provided by e-mail to **all interested proponents**.

## 8. Section 10.0 Opening &amp; Evaluation of RFP's Received, Subsection 10.2.1

**Delete:** Consultant Experience with public sector, Fund Development/membership requirement definition and software selection projects.

**And**

**Replace:** Consultant Experience with public sector, **Fund Development/Membership software system or similar customer relations application and/or comparable system.**

**Other Relevant Questions tabled at Information Meeting (2010-08-23):**

a) What product are you currently using?

The Toronto Zoo is currently using SAGE FR100 software to do their current management of both their Development and Membership information.

b) How long is the current system in use?

The Toronto Zoo has been using SAGE FR100 for over 5 years.

c) Why are you in the process of getting a new system?

The Sage FR100 software is dependant on Microsoft's FoxPro database software. Microsoft has discontinued support for FoxPro software as of this year.

d) How long has the Toronto Zoo been in business?

The Toronto Zoo opened August 15<sup>th</sup> 1974.

e) Can vendors obtain a list of all vendors who obtain the RFP? Are there any preferred Vendors? Is there a short list?

This is a public tender and as a result we are not in a position to provide a list of all vendors who have obtained this RFP or may have accessed it from our website. There are no preferred vendors or short lists with respect to this RFP.

f) Can we know the budget available for this project?

The budget for this RFP is not being disclosed.

Receipt of the Addendum shall be acknowledged as part of your submission.

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.



**RFP #38 (2010-08)**

**Fund Development/Membership Computer Consulting Services**

Addendum #1

2010-08-24

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If you have any queries regarding this matter, please contact Mr. Peter Vasilopoulos, Supervisor, Purchasing & Supply, at 416-392-5916.

Yours truly,

R. D. Hale  
Chief Operating Officer

I/we hereby acknowledge receipt of this addendum and make allowance in my bid.

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Signed (Must be Signing Officer of Firm)

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Name of Firm

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Date: