



361A Old Finch Ave.
Toronto, ON M1B 5K7
www.torontozoo.com

Telephone: 416-392-5900
Fax: 416-392-5934

Chair
Joe Torzsok

Chief Executive Officer
John Tracogna

Chief Operating Officer
Robin D. Hale

2013-02-20

**REQUEST FOR QUOTATION
RFQ 125 (2013-02)
SUPPLY, PRINT AND DELIVERY OF MEMBERSHIP
STANDARD PLASTIC PVC CARDS**

The Toronto Zoo invites you to submit a quotation for the supply of all labour, material and equipment necessary to supply, pre-print and deliver 60,000 membership standard plastic PVC cards to the Toronto Zoo, Membership, 361A Old Finch Ave., Toronto, ON.

The Request for Quotation package includes Instructions, Terms & Conditions, Specifications, and Forms. Quoted prices shall remain in effect for a period of ninety (90) days from the Quotation due date.

Due Date: To be considered, your quotation must be completed, and received at the office of the Purchasing & Supply Supervisor, Toronto Zoo, Administrative-Support Centre, 361A Old Finch Ave., Toronto, Ontario, M1B 5K7 by:

Wednesday, 2013-02-27, 1200 hours (noon, local time)

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

If you have any queries regarding the Quotation, please contact Peter Vasilopoulos, Purchasing & Supply Supervisor, at (416) 392-5916.

Yours truly,

Paul K. Whittam
Manager, Financial Services

Table of Contents

SECTION	SECTION DESCRIPTION	PAGE (S)
RFQ LETTER	Invitation Letter	1
T.O.C.	Table of Contents	2
1.0	Instructions	3
2.0	Membership Card Specifications	4
3.0	Response to Request for Quotation	5
4.0	Copyright	5
5.0	Pricing and Fees	5
6.0	Added Value Donations	5
7.0	Terms and Conditions	6
8.0	Submission Forms	10
	Submission Price	11
	References	11
	Submission Label	12
	Notice of No Bid	13

1.0 INSTRUCTIONS

- 1.1 Review and complete ALL FORMS in section 8.0 and return by due date and time received on or before **Wednesday 2013-02-27, by 1200 hours (noon) local time** or your Quotation will not be considered. Include signed copies of any addenda with your Quotation package.
- 1.2 Term is for a period of two (2) years. The Toronto Zoo reserves the right to extend the term for one (1) additional year, providing performance and quality of the item(s) is acceptable to the Toronto Zoo and mutual agreement with the successful bidder.
- 1.3 Provide pricing for first year, 2013. Pricing should be provided for 2014 however the Zoo reserves the right to limit pricing increases for 2014 to the Consumer Price Index (CPI) for all items Ontario.
- 1.4 All quoted pricing shall include FOB Toronto Zoo and any other charges include all freight, brokerage and delivery, excluding HST.
- 1.5 Quotations must not be submitted by facsimile or email.
- 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 Quotation must sign the Quotation.
- 1.8 All Quotations will be irrevocable for a period of ninety (90) days from the date of the Quotation submission deadline.
- 1.9 Unless otherwise indicated herein, the prices stated are payable in Canadian Funds, HST excluded.
- 1.10 The exchange rate for any foreign currency will be determined using the Bank of Canada daily rate.
- 1.11 The Income Tax Act requires the Toronto Zoo to withhold income tax on payments the Toronto Zoo makes to non-residents providing a service in Canada regardless of the currency in which the invoice is rendered. The tax is remitted to Canada Revenue Agency (CRA) on the non-resident's behalf. This amount withheld may only be reduced or waived by Canada Revenue Agency (CRA). Further information is available at the [CRA website, www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)
- 1.12 Include product literature, information, samples, and pictures, as necessary.
- 1.13 Quote discounts or quantity price breaks separately.
- 1.14 If you have any inquiries about the Quotation or contract terms, please contact Peter Vasilopoulos, Supervisor, Purchasing & Supply, at (416) 392-5916.
- 1.15 If you have any technical inquiries, please contact Rey de Guzman, at (416) 392-9103 or by email, rdeguzman@torontozoo.ca.

2.0 MEMBERSHIP CARD SPECIFICATIONS

The Toronto Zoo is interested in changing from a paper based Membership Card (MC) to a White plastic PVC card. The Toronto Zoo will select a vendor which has the capability of printing the MC on an annual basis. The following shall represent the minimum specification for MC with bar code on back.

Frequency	Annually
Quantity	60,000
Size	3.375" x 2.125", credit card size
Stock	White plastic PVC card, CR-80, 30 mil
Art	As provide by the Toronto Zoo in a suitable electronic format
Printing	4 colour front, faded back and 1 colour back
Number of barcodes	1
Sequential numbering	Toronto Zoo to provide starting number
Packaging	Package of 50 or 100.
Proof	Provide PDF proofs in an electronic format for review and final sign off prior to printing.
Test samples	Prior to printing

Please note: The pre-printed MC solution should be able to accept printing of additional membership information including a barcode using a Zebra P330I thermal printer.

- 2.1 Toronto Zoo will provide the following to the successful bidder:
 - Artwork in a suitable electronic format
 - Consecutive numbering

- 2.2 The successful bidder shall provide a MC which will provide the following
 - Non-peeling
 - Non-breakage due to card material becoming brittle
 - Excellent and even printing surface for additional printing on Zebra P330I thermal printer
 - Non-leakage, non-smudging, non-erasure of text & image.

- 2.3 Printing overruns will be allowed up to 2% per run. Overruns over 2% shall be accepted without cost to the Zoo.

- 2.4 The Toronto Zoo is committed to purchasing goods, services and construction in a manner that is environmentally sound and reinforces the Toronto Zoo's commitment to becoming a more sustainable operation. To help the Toronto Zoo better understand the sustainable attributes for this purchase, the bidder should as part of the submission prepare the following
 - A brief statement, to maximum of two (2) pages, that outlines the bidder's sustainable practices and a description of the positive attributes of the product or services to be provided (e.g considering greenhouse gas reductions, waste reduction, toxicity reduction)

- 2.5 The successful bidder shall be responsible to provide PDF proofs for review and final sign off prior to printing.

- 2.6 Bidders can assume that the overall design will remain throughout the contract period (except for the branding design change), but may suggest changes with this proposal. Suggested improvements in quality that will reduce cost at the same time should be reflected in your quotation submission as

alternatives, but should never replace the specifications as detailed herein. The Toronto Zoo will supply the most recent approved artwork to the successful proponent.

2.7 Quotations will be evaluated using the following:

- Print service solution for MC
- Company experience
- Delivery schedule
- Price

3.0 RESPONSE TO REQUEST FOR QUOTATION

3.1 The Request for Quotation (RFQ) shall indicate the ownership, history, and references of your company.

Bidders are required to demonstrate the following skills and capabilities:

- Previous experience in membership card
- Quality Control
- Company and team experience
- Sustainability practices

3.2 Provide at least three (3) references as requested in section 8.2 of the RFQ.

4.0 COPYRIGHT

4.1 All products produced by the successful proponent will become sole property of the Toronto Zoo. The successful proponent shall have no rights of sale or production of design, content, or material of the Website and shall not use any material without the sole written permission of the Toronto Zoo.

5.0 PRICING & FEES

5.1 The proposed price and fee schedule (identified as FORMS) for this RFQ shall be valid for two (2) years, with an option to renew for an additional one (1) year, providing performance and quality of the item(s) is acceptable to the Toronto Zoo and mutual agreement with the successful bidder.

5.2 All prices shall be FOB Toronto Zoo, Membership, 361A Old Finch Ave, including shipping, handling delivery, brokerage and all other charges, excluding HST.

6.0 ADDED VALUE & DONATIONS

6.1 The Toronto Zoo, as a registered charity, is always looking for the means to enhance the Zoo experience and, therefore, welcomes donations of services and goods. Please consider building added value or a donation into your proposal.

6.2 Clearly identify any added value or donation separately and identify the value of your contribution.

7.0 TERMS AND CONDITIONS

- 7.1 **Definitions:** Wherever used in the Quotation the word “Board” means the Board of Management of the Toronto Zoo and the word “Vendor” means the person or persons or Corporation to whom the purchase order is issued.
- 7.2 **Vendor Assurance:** Unless otherwise stated, the goods, material, articles, equipment, work or services, specified or called for in or under this Quotation, shall be delivered or completely performed, as the case may be, by the Vendor as soon as possible and in any event within the period set out herein as the guaranteed period of delivery or completion.
- 7.3 **Country of Origin:** Wherever possible, the goods, services, materials, articles or equipment, specified or called for in or under this Quotation, shall be of Canadian origin and manufacture.
- 7.4 **Delivery:** The prices stated in this Quotation cover the services, material, articles or equipment referred to herein, being delivered F.O.B. Toronto Zoo, freight, express, duty and all other charges prepaid, unless otherwise indicated herein. A detailed delivery ticket or piece tally, showing the exact quantity of goods, material, articles or equipment shall accompany each delivery. A receiver’s receipt shall not bind the Board to accept the goods, material, articles or equipment covered thereby, or the particulars of the delivery ticket or piece tally therefore. The Vendor shall not be entitled to any interest upon any bill due to delay in its approval by Chief Executive Officer of the Toronto Zoo or his designate.
- 7.5 **Time of the Essence:** For all requests made by the Toronto Zoo to the Contract, time is of the essence. The acceptance of a late performance, with or without objections or reservations by the Toronto Zoo, shall not waive the right to claim damages for such breach nor constitute a waiver of the requirement of timely performance of any obligation remaining to be performed.
- 7.6 **Invoicing:** Unless otherwise indicated herein, the prices stated are payable in Canadian Funds at the head office of the Board. Any Harmonized Sales Tax applicable shall be shown as a separate item. The Vendor’s HST registration number must be indicated on the invoice. The Vendor shall clearly show any special charges such as packaging and freight as separate items on the invoice. Payments to non-resident Vendors may be subject to withholding taxes under the Income Tax Act (Canada). Unless a non-resident Vendor provides the Board with a letter from Revenue Canada, Taxation waiving the withholding requirements, the Board will withhold the taxes it determines are required under the Income Tax Act (Canada). All payments are subject to terms of Net 30 days from receipt of goods/services.
- 7.7 **Notice of Delivery:** The Vendor shall notify the Purchasing Agent of the Board at the address given for the mailing of invoices, in writing as soon as possible of the details of the shipment of the goods, materials, articles or equipment.
- 7.8 **Right to Inspect:** Unless otherwise stated, all goods, materials, articles or equipment supplied, and all work or services, performed, pursuant to this Quotation, shall be subject to inspection by the Board at the point of unloading, or the site of the work or services. No extra charge shall be made by the Vendor for packaging, packing or containers, unless otherwise indicated herein.
- 7.9 **Over shipments:** The Board reserves the right to return all over shipments for full credit.
- 7.10 **Dangerous Goods:** The Vendor shall ensure that for each item of goods, material, articles or equipment supplied under this Quotation or a contract based on this Quotation, that all applicable provisions of the Transportation of Dangerous Goods Act (Canada), the Dangerous Goods Transportation Act, and the Environmental Protection Act and the regulations thereunder are complied with until such time as such item is delivered to the Board and transferred into its physical control.

- 7.11 **Environment Commitment – G.I.P.P.E.R.:** G.I.P.P.E.R. Statement of Principle – The Board in 1990-07-23, adopted the following G.I.P.P.E.R. (Government 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 vendors are encouraged to be pro-active in assisting the Board in achieving this principle. Alternative goods and services, suggested by the Vendor, addressing the above principle will be considered by the Board, within a reasonable price range.
- 7.12 **Right to Cancel:** The Board shall have the right to cancel at any time this Quotation or any contract or any part of any contract resulting from this Quotation in respect of the goods, material, articles, equipment, work or services set out in this Quotation or any such contract or part of such contract, not delivered or performed at the time of such cancellation, and the Board 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 Vendor fails or neglects by any act or omission to comply with any of the conditions set out herein, this Quotation or any contract resulting from this Quotation may be unconditionally cancelled by the Board without notice to the Vendor.
- 7.13 **Workplace Hazardous Materials Information System (“WHMIS”):** The Vendor shall provide appropriate labels and material safety data sheets for WHMIS regulated products. No product containing asbestos shall be supplied at any time without written authorization.
- 7.13.1 The successful Vendor shall provide a current and update printed material safety data sheet (MSDS) for each individual item listed on the quotation form. These legible hard copies of material safety data sheets shall be delivered to the Toronto Zoo within ten (10) business days of notification of award by the Toronto Zoo.
- 7.13.2 For each item not listed on the quotation form, the successful bidder will be required to provide a MSDS for any controlled product upon the first delivery to the Toronto Zoo.
- 7.13.3 The MSDS must include the date of publication
- 7.13.4 A full disclosure of all ingredients must be included in the ingredient section, unless the product has an exemption from full disclosure under the Hazardous Materials Act
- 7.14 **International Shipments & Importing:** In the event that goods, materials, articles or equipment, specified or called for if applicable herein, are to be furnished from a point outside Canada at a price which is expressly not include importation charges into Canada or delivery in the Toronto area, the Vendor shall provide the Board with any information requested by the Board regarding the tariff classifications or valuation of the goods, materials, articles or equipment.

The Vendor shall ensure that if applicable, four copies of the following documents are completed and accompany the goods, materials, articles or equipment.

1. Canada Customs Invoice or Vendor’s commercial invoice if it contains all the information required on a Canada Customs Invoice;
2. Cargo control document, bill of lading or similar documents;

3. Exporter's certificate of origin;
4. Shippers Export Declaration; and
5. Any tariff classification rulings for the goods, materials, articles or equipment.

7.15 Plant Production Limitations:

7.15.1 If any Unit ordered and the Contract cannot be manufactured because of plant production limitations, the Toronto Zoo reserves the right to purchase the current replacement model at a revised price.

7.15.2 The price shall be based on a percentage adjustment based on (i) the published manufacturer's retail/list prices at the of the Tender and (ii) the first published manufacturer's retail/list prices for the next model year.

7.15.3 The Contractor shall notify the Manager of Financial Services in writing if such production occurs, and shall submit with the letter of notification; comparative manufacturer's retails lists supporting the proposed revision(s).

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

7.17 Pricing Prices offered are fixed for one (90) days.

7.18 Worker's Rights: The Vendor shall comply with the conditions of the Board relating to Worker's Rights, a copy of which is available on application to the Manager, Fair Wage and Labour Trades Office, City of Toronto, 18th Floor, West Tower, City Hall, Toronto, Ontario, M5H 2N2 or by phone at 416-392-7300.

7.19 Indemnity: The Vendor shall at all times well and truly save, defend, keep harmless and fully indemnify the Board and their servants, employees, officers or agents, hereinafter called the "Indemnities", from and against all actions, suits, claims, demands, losses, costs, charges, damages, and expenses, brought or made against or incurred by the Indemnities, its or 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 Quotation, 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.

7.20 Liability for Acts of Vendor Employees, Contractors or Agents: The Vendor acknowledges responsibility and accepts liability for the acts of any of its employees, contractors and agents while on Toronto Zoo property. The Toronto Zoo reserves the right to request background checks for any individual providing the services requested on behalf of the Vendor.

7.21 Incurred Costs: The Bidder shall bear all costs and expenses with respect to the preparation and submission of its quotation and the bidder participation in the quotation 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 Board, preparation of questions for the Board, and contract discussions and negotiations. The Board shall not be responsible for or liable to pay any quotation costs of any bidder regardless of the conduct or outcome of the Quotation Request, Purchase Order process, or Contract process.

7.22 Guaranty of Quotation: All goods, material, articles, equipment, work or services, specified or called for in or under this Quotation, 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 Quotation. The basis on which this Quotation is given shall include any specifications, plans, price schedules, samples, addenda or other details pertaining thereto, or provided in connection therewith.

- 7.23 **Right of Notice:** Any notice that the Board may require or desire to give to the Vendor shall for all purposes to be deemed to have been sufficiently and properly given and afforded by registered mail addressed to the Vendor at the address shown for the Vendor on this form and shall therefor be presumed to have been received by the Vendor on the third day following such registration.
- 7.24 **Formal Contract:** The Vendor may be required and shall, if requested by the solicitor for the Board so to do, to execute and enter into a formal contract that is satisfactory to the solicitor for the Board, in order to document the contract resulting from this Quotation and to embody indemnity and related provisions that in the opinion of such solicitor are required to protect the Board.
- 7.25 **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 Quotation as submitted.
- 7.26 **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 Quotation as submitted.
- 7.27 **Governing Law:**
All Quotations received, including those outside the Province of Ontario, agree that the rights of all parties shall be governed by the laws of the Province of Ontario, and the venue for dispute shall be within the Province of Ontario.

8.0 SUBMISSION FORMS

I/We, hereby, submit the Quotation and will comply with all terms, conditions, specifications and drawings (when provided) as set out within the Board’s Quotation.

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

This form must be completed, properly signed and received on or before the date and time specified or your Quotation will not be considered. Quotation prices shall remain in effect for a period of ninety (90) days from the Quotation due date.

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

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

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

Description	Details on type of card offered	Dimensions including thickness	Qty	2013 Price per card, HST extra	2014 Price per card, HST extra
Membership Card – White standard PVC plastic card, 30 mil			60,000	\$ /card	\$ /card
Membership Card – White standard PVC plastic card, 20 mil			60,000	\$ /card	\$ /card

*All quoted pricing shall include FOB Toronto Zoo and any other charges include all freight, brokerage and delivery, excluding HST.

Description	Yes / No
Confirm you are able to provide the delivery within two (2) weeks from order date.	
Confirm willingness to print additional 10,000 MC, if required, for the same price	

DISCOUNT	Discount	Days
Discount allowed for prompt payment and period within which invoice must be paid to qualify.	%	

8.1 REFERENCE FORM

REFERENCES		
Provide the name, location, client reference and brief description of three (3) projects under the direct responsibility of the proponent		
Name and Location	Brief Description	Contact

Name of Firm:	
Signature of Signing Officer(s)	

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.

Vendor Name _____

RFQ# 125 (2013-02)- Supply, print and deliver membership plastic PVC cards
Closing: Wednesday, 2013-02-27, 12:00 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**

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.	<input type="checkbox"/>	

<u>Other reasons or additional comments (please explain):</u>

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