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Chair
Joe Torzsok

Chief Executive Officer
John Tracogna

Chief Operating Officer
Robin D. Hale

2014-03-07

**REQUEST FOR PROPOSAL
RFP 136 (2014-03)
UNIFORM MANAGEMENT SERVICES – REGULAR WORK CLOTHING**

The Toronto Zoo invites qualified suppliers with demonstrated abilities and significant experience in the provision of all aspects of employee uniform programs, regular work clothing, including the development, implementation, administration and distribution of the entire scope of a Uniform Program. As part of the RFP, the Toronto Zoo is also interested in developing a sponsorship partnership in the form of annual cash or in-kind to the Toronto Zoo.

The initial contract period will be from date of award through 2016-05-04, with the option to extend for an additional two (2) years, at one (1) year intervals. This option will only be exercised based upon satisfactory performance and by mutual written consent of both parties. The contract will commence upon issuance of a purchase order or completion of a contract award signed by both parties.

The Proposal package includes Instructions, Contract Requirements, General Requirements, and Forms. Quoted prices shall remain in effect for a period of one hundred & twenty (120) days from the Proposal due date.

Submission: **Four (4)** copies of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL and **three (3)** copies of the original proposal clearly marked as COPY in a sealed package or envelope must be submitted and received to the following address, Purchasing & Supply, Toronto Zoo, Administrative-Support Building, 361A Old Finch Ave., Toronto, Ontario, M1B 5K7 by:

Due Date: **Thursday, 2014-04-03, 1200 hours (noon) local time**

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 an action to be in its interests.

For any questions concerning the RFP process including instructions and contract terms and conditions of this RFP, please contact Peter Vasilopoulos, Supervisor, Purchasing & Supply at 416-392-5916.

Yours truly,

Robin D. Hale
Chief Operating Officer

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INSTRUCTIONS TO BIDDERS

1. Ensure that you have received all **20** pages of the RFP package.
2. Provide **FOUR (4)** copies of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL and **three (3)** copies of the original proposal clearly marked as COPY in a sealed package or envelope. The original and all copies should be identical (excluding any obvious differences in labeling as noted above).
3. Your sealed proposal including all forms must be completed, and received by Purchasing & Supply, Toronto Zoo, Administrative-Support Centre, 361A Old Finch Ave., Toronto, Ontario, M1B 5K7 by **Thursday, 2014-04-03, 1200 hours (noon, local time)** or your proposal will not be considered.
4. 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.
5. Include signed copies of any addenda with your proposal package.
6. 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.
7. Proposals must **not** be submitted by facsimile or email or any other electronic means.
8. Proponent shall be permitted to withdraw their Proposal after the Proposal has been delivered to the Purchasing & Supply Unit at any time up to the official closing time by submitting a written request from the Proponent to the Supervisor, Purchasing & Supply, prior to the stipulated closing date and time specified for the RFP closing. Proponents will not be allowed to withdraw their Proposal following the RFP stipulated closing date and time.
9. All proposals will be irrevocable for a period of one hundred & twenty (120) days from the date of the proposal deadline.
10. Unless otherwise indicated herein, the prices stated are payable in Canadian Funds, HST excluded.
11. Include product information and product samples of a variety sizes will be provide upon request to the Proponent at no cost to the Toronto Zoo.
12. This is not a Request for Tender or Quotation or otherwise an offer. Toronto Zoo is not bound to accept the proposal that provides the lowest cost or price to the Toronto Zoo nor any proposal submitted of those submissions.
13. The award of the contract is subject to negotiations with the lead proponent including, but not limited to the following:
 - a) Changes or work refinements in the service requirements or scope of work proposed by the proponent.
 - b) Price- if directly related to a change or refinement in the proposed scope of work proposed by the proponent.
 - c) Specific contract details as deemed reasonable for negotiation by the Toronto Zoo.

If a written agreement cannot be negotiated within thirty (30) days of notification to the lead proponent, the Toronto Zoo, at its discretion at any time thereafter, terminate negotiations with the lead proponent and either enter into negotiations with the next qualified proponent or cancel the RFP process and not enter into a contract with anyone.

14. For any questions concerning the RFP process including instructions and contract terms and conditions of this RFP, please contact:

Peter Vasilopoulos
Supervisor, Purchasing & Supply
Tel: 416-392-5916
Fax: 416-392-6711
E-mail: pvasilopoulos@torontozoo.ca

2.0 DEFINITIONS

1.1 Definitions:

- 1.1.1 **“Chief Executive Officer”** means the CEO of the Board of Management of the Toronto Zoo;
- 1.1.2 **“Chief Operating Officer”** means the COO of the Board of Management of the Toronto Zoo;
- 1.1.3 **“Contract”** means the contract agreement issued for the Work required;
- 1.1.4 **“Contract Price”** means the price payable under the contract to the contractor, being the Proposal Price eventually accepted by the Board of Management of the Toronto Zoo subject to any changes pursuant to the Contract Requirements;
- 1.1.5 **“Contractor”**, means the Preferred Proponent if any, who enters into the Contract;
- 1.1.6 **“Successful Proponent”** means the Proponent whose Proposal provides the best value and meets the Toronto Zoo’s requirements as determined by the Toronto Zoo, in its absolute discretion, through the evaluation analysis and with whom the Toronto Zoo may negotiate and with whom a Contract, if any, will be considered;
- 1.1.7 **“Prime Vendor”** means a person, partnership or corporation of firm that submits a Proposal in response to this RFP on a behalf of a joint venture or consortium;
- 1.1.8 **“Proponent”** means an individual or company that submits or intends to submit, a proposal in response to this Request for Proposal;
- 1.1.1 **“Toronto Zoo”, “Zoo” or the “Board”** means the Board of Management of the Toronto Zoo;
- 1.1.9 **“Work”** means all services required under these documents, and in accordance with the Contract Requirements, General Requirements, and Specifications.

3.0 OVERVIEW AND BACKGROUND

The Toronto Zoo currently provides standard for wildlife life, general maintenance, Custodial, material collections and horticulture and exhibit staff and plumbing and electrical staff respectively, based at 361A Old Finch Avenue location. There are approximately 175 full time uniformed staff working at this location which may require replacement or new provided clothing. Overall, the uniform clothing should look great and should be functional for indoor/outdoor applications and also presents a positive image to our guests.

Uniform requirements and styles are very similar for all staff and include the Toronto Zoo crest on the left chest on each piece of upper uniform. Crest will be provided by the Toronto Zoo to the successful Proponent.

The initial contract period will be from date of award through 2016-05-04, with the option to extend for an additional two (2) years, at one (1) year intervals. This option will only be exercised based upon satisfactory performance and submitted price increase and by mutual written consent of both parties. Any price increases must be accompanied by a justification. If the price increase is not acceptable, the Zoo reserves the right to cancel the contract. The contract will commence upon issuance of a purchase order or completion of a contract award signed by both parties.

This is a value driven RFP since it includes the provision of developing a sponsorship partnership for full or part of the Uniform Program requirements. Additional details on sponsorship are outlined in **Appendix B**.

3.1 BACKGROUND

Currently the Toronto Zoo purchases the uniform clothing for male and female staff from several different suppliers in various ranging from XS to 4XL and female and male size pants and stocks and distributes the uniform clothing from the Zoo Stores warehouse to Toronto Zoo staff.

Uniforms supplied to employees on a replacement basis depending on the item and a full issue to newly hired employee(s), which averages about 10 employees per year. A variety of items make up their uniform as listed below in **Table 1**.

Table 1

ITEM	STYLE AND SIZE RANGE	ESTIMATED ANNUAL QUANTITIES
Regular clothing		
Shirt	Long sleeve, XS-4XL	525
Polo shirt	Short sleeve, XS-4XL	525
Pants, regular and maternity	Dress work pants, male and female	525
Shorts	Cargo, male and female	175
Jacket 3-1 system, hooded	XS- 4XL	175

Specifications of the clothing is outlined in **Appendix A** and pricing should be provided in **Appendix C**.

Sample regular will be on display at the Toronto Zoo and bidders can make arrangements to view the clothing by contacting Peter Vasilopoulos, Supervisor, Purchasing & Supply, 416 392-5916 or by email: pvasilopoulos@torontozoo.ca.

This data is best estimate requirements and provided for informational purposes ONLY. There are no implied or guaranteed quantities to be purchased by the Toronto Zoo as part of this contract.

Employees order through their operating division via the receiving clerk in the Purchasing & Supply Unit. Inventory ordering/picking and contact with vendors for inventory are managed through Purchasing & Supply Unit. Vendor quality assurances issues are dealt by the Supervisor, Purchasing & Supply.

Toronto Zoo recognizes the need to improve processes and reduce costs and encourages respondents to be creative in their response. Toronto Zoo will consider any solution that, in the sole discretion of Toronto Zoo, supports overall best value and sound business practices. This includes the possibility of a rental program for their uniform requirement.

The preferred solution for this program will be a “one-stop shop” for all employee uniform requirements. This may require partnering or sub-contracting, but in any event, one Respondent must accept the overall responsibility for the overall program.

3.2 OBJECTIVES

The objectives for the Toronto Zoo Uniform Program are:

- Achieve a consistent professional standard of appearance;
- Promote personal and operational safety;
- Present a positive Toronto Zoo image to our guests;
- Provide clear appearance standards to employees and supervisors;
- Give employees the ownership and responsibility for maintaining appearance standards;
- Ensure reliable stock to supply uniform requirements on an as needed basis;
- Provide a range of sizes including petite and plus sizes to meet the requirements of the Toronto Zoo;
- Manage supplier relationships effectively; and
- Reduce on site storage of uniforms.

3.3 REQUIREMENTS

Toronto Zoo is seeking an experienced, qualified, Uniform Service Provider who will take overall responsibility to develop, implement and administer a Uniform Program including the distribution of uniforms to Toronto Zoo employees. The service provider will be required to:

- Develop and deliver an appropriate program and implementation strategy including presentations to the Uniform Review Group and Toronto Zoo Senior Executive. This program will be required to provide for wear/field testing of all garments prior to the introduction/award of the RFP.
- Sizes range from XS to 4XL female and S to 5XL for male. It is estimated that the majority of clothing will be within the XS to XL clothing with a small percentage in the larger or smaller sizes, but there is a need to accommodate those few.
- Provide a selection of quality uniform alternatives within defined parameters as outlined in *Appendix A* for consideration, testing and acceptance the Uniform Review Group. The garments will be industry standard sizing and cuts to fit alternate sizing requirements, such

as petite and tall.

- Implement a service plan with simplified processes which defines how uniforms would be supplied including ordering, fitting of employees, an effective exchange process, and the possibility of warehousing, distribution.
- Audit and payment.
- Exceptional responsiveness for special orders, general inquiries and billing queries will also be required.
- Maintain an employee uniform database (Toronto Zoo is to retain ownership of this information), and provide management reports as required.
- Provide month and quarterly meetings to review performance.

New uniform products will be considered for inclusion provided they are pertinent to the award description and offered to the Toronto Zoo at the same terms and conditions as in the original bid and at pricing or discounts deemed to be reasonable and in the best interests of the Toronto Zoo.

3.4 **PRICING**

Prices entered on the attached bid sheet(s) shall be net prices, in Canadian dollars, all costs must be included in the unit cost of the item (i.e. fuel charge, minimum order charge, shipping and administrative costs etc). Freight on Board (FOB) destination shall include duty, custom clearance, exchange and all other charges.

Contract prices may be subject to increase or decrease during the contract period in accordance with changes made by the manufacturer in their established nationally distributed price list or published catalog. Catalog or price lists may indicate increases or decreases in pricing, but the percentage discount originally accepted for award shall not be decreased during the contract period unless specific documentation from the manufacturer is provided showing that it cannot support the discount on the product without undue hardship. Reduction in discount from that originally accepted may result in deletion of item from award. Decision will be made on a case-by-case basis. Price decreases or discount increases are permitted and encouraged at any time.

Pricing to exclude hemming alternations and the application of logo, Toronto Zoo supplied, on left chest of each upper garment.

4.0 **RFP TIMELINES**

RFP issue date:	Tuesday 2014-03-18
Questions period closes:	Monday 2014-03-24, 12:00 hours (noon)
Proposal submission date	Thursday 2014-04-02, 12:00 hours (noon), local time
Short list interviews	Week of 2014-03-07
Sample and wear evaluation of clothing by Toronto Zoo staff:	Week of 2014-04-14
Contract awarded:	Week of 2014-05-05
Initial meeting with Toronto Zoo	Week of 2014-05-05

These are estimate dates only and the Toronto Zoo reserves the right to change these dates as required.

Proponents may be short-listed. Proponents who are short-listed may be requested to provide sample of the clothing or make a presentation of the clothing. Such presentations or requests to provide samples shall be made at the cost of the Proponent.

5.0 SELECTION PROCESS

Proposals will be assessed on the basis of information provided in the Proposal submission as well as any additional information provided during the subsequent meetings (if any) with the Proponent.

For this RFP, if necessary, a short-list may be developed. Proposals will be assessed on the basis of information provided by the Proponent(s) at the time of submission as well as any additional information that may be gained, at the option of the Toronto Zoo, through subsequent meetings and/or negotiation sessions with Proponent(s).

Evaluation Criteria	Points Awarded
Stage One	
<ul style="list-style-type: none"> Description of the company and demonstrated experience and capabilities including the required service competently, expertly and expeditiously. 	30
<ul style="list-style-type: none"> Uniform Program including ability to fulfill and distribute clothing, quality assurance (describe any warranties, return or other quality assurance policies) security measures to maintain employee information confidential. 	30
<ul style="list-style-type: none"> Costs The lowest cost proposal that is qualified to stage two will receive 25 points. The remaining proposals will be assigned points based upon the following formulas: (lowest cost proposal less divided by proponent’s proposal cost x weight). 	25
Please describe any contribution or Sponsorship - financial considerations or value added incentives you will make to the Zoo annually.	15
Total	100
 Stage two – Clothing evaluation	
Evaluation of sample wear clothing provide by the bidder over a 2-4 week period.	50
 Stage three – Interview (if required)	
Proponent’s presentation of proposal and performance Including ability to answer questions	50

The proposals submitted will be evaluated using the evaluation criteria and will be comprehensively reviewed by the Uniform Evaluation Team and Toronto Zoo management staff. It is the sole discretion of the Toronto Zoo to select its Selection Team and to retain additional members and advisors as deemed necessary.

The Selection Team will select one or more proposals which in its sole opinion:

- a) Meets or exceeds the evaluation criteria, including but not limited, as outlined above;
- b) Provides overall value to the Toronto Zoo's Corporate Sponsorship Program;
- c) Has a demonstrated track record of success with similar project opportunities, and
- d) Provides the best value, but may not necessarily be the one(s) offering the lowest fees.

All proposal scores and rankings shall be the property of the Toronto Zoo and will not disclose any of the same during or after the evaluation process. Due to budget and time constraints, the Selection Team will not be able to provide debriefs for unsuccessful proponents. By responding to this RFP, the proponents will be deemed to have agreed that the decision of the Selection Team will be final and binding.

6.0 GENERAL PROVISIONS

6.1 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.

6.2 Prime Vendor:

A joint Proposal by a consortium of two or more Vendors having no formal corporate links may be submitted, but one person or company must be shown as the Prime Vendor and be prepared to represent the joint venture or consortium to the Zoo by executing the Agreement, acting as the primary contact and taking overall responsibility for performance of any Agreement.

Where a proposal is made by a Prime Vendor with associate firms working with or under the Prime Vendor in either a sub-contracting or consortium relationship, it required that associate firms be named in the Proposal.

6.3 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.

6.4 Invoicing:

Unless otherwise indicated herein, the prices stated are payable in Canadian Funds at the head office of the Toronto Zoo. Provincial Sales Tax and Harmonized Sales Tax/Goods and Services Tax 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.

6.5 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.

6.6 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.

6.7 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.

6.8 Insurance and Policies:

Provide minimum \$5,000,000 general 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.

Standard automobile liability insurance for all owned vehicles with limits of not less than Two Million Dollars (\$2,000,000.00) per occurrence.

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.

6.9 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.

6.10 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.

6.11 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.

6.12 Award:

The Preferred Proponent will receive confirmation through a Purchase Order or if requested by the Toronto Zoo, execute and enter into a formal contract that is satisfactory to the solicitor for the Toronto Zoo, in order to document the contract resulting from this Proposal and to embody indemnity and related provisions that in the opinion of such solicitor are required to protect the Toronto Zoo.

6.13 Proposal/Quotation Costs:

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

6.14 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. The Toronto Zoo and the Proponent shall have no rights of sale or production other than the use for personal promotion of the author.

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) are issued by the Toronto Zoo during the proposal period, such addendum(s) must be acknowledged by the Proponent in writing in the Proposal Submission Form.

6.15 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 and in the sole opinion of the Toronto Zoo best fulfills or exceeds the requirement of this RFP.

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.

6.16 **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.

6.17 **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.

6.18 **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 Bid as submitted.

6.19 **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 Bid as submitted.

7.0 SUBMISSION REQUIREMENTS

- 7.1 Provide **four (4)** copies of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL and **three (3)** copies of the original proposal clearly marked as COPY in a sealed package or envelope. The original and all copies should be identical (excluding any obvious differences in labeling as noted above).
- 7.2 Responses to the RFP may be submitted on behalf of an individual firm, strategic partnerships, joint ventures or consortiums, however a single firm must be identified as the primary contact as required to execute a contract with the Toronto Zoo.
- 7.3 Proposals submitted in response to this RFP should be detailed sufficiently and demonstrate attention to the project objectives as outlined in Section 2.0 of the RFP and proponents should structure their responses in the order outlined below:

a) **Title Page;**

b) **Table of Contents;**

c) Corporate Profile including:

- Description of the company and history including years of operation;
- Detailed information of team lead and key members and their roles;
- Contact information including name, title, email address, telephone of principle contact(s);
- A clear demonstration of the firm's capacity to understand the uniform requirements including unique approach in creating a strategy to implement and provide uniforms;
- Detailed experience, background and other similar uniform programs completed within the past five (5) years;
- Location of local premises;
- Provide proof of strategic alliance//long standing relationship with a variety of clothing manufacturers appropriate to full range of uniform requirements.
- Identified conflict of interests.

d) Submission Form

Proposal Submission Forms, Section 8.0 signed by the person(s) authorized to sign on behalf of and to bind the Proponent to statements made in response to this RFP.

e) Security Measures

Explanation of security measure in place to ensure protection of confidential information and minimize/eliminate risk to the Toronto Zoo including:

- Disposal of private and confidential information.

Any additional innovative information, which the Proponent feels will add value to their submission.

f) References

Provide three (3) references including name, address contact person and telephone number from clients with similar projects as outlined in this RFP, do not list the Toronto Zoo as a reference.

COMMUNICATIONS

For any questions concerning the RFP process including instructions and contract terms and conditions of this RFP, please contact:

Peter Vasilopoulos
Supervisor, Purchasing & Supply
Tel: 416-392-5916
Fax: 416-392-6711
E-mail: pvasilopoulos@torontozoo.ca

8.0 PROPOSAL SUBMISSION FORM

The undersigned Proponent having reviewed and fully understood the Request for Proposal and all terms and requirements of the Request for Proposal and information provided, hereby submits the attached Proposal and supporting materials (“the Proposal”) in accordance with the terms and requirements of the Request for Proposal and the following:

I/We agree that this submission is been made without any collusion or fraud.

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 Proposal will not be considered. Prices shall remain in effect for a period of one hundred & twenty (120) days from the Request for 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.

By signing and submitting this proposal, you are agreeing to the release of your proposal information, as deemed necessary by the Toronto Zoo, 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 #:	

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

SUBMISSION LABEL

This address label should be 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 _____

RFP 136 (2014-03) – UNIFORM MANAGEMENT SERVICES
Closing: Thursday, 2014-04-03, 12:00 (noon) local time

TO BE RETURNED TO

TORONTO ZOO
C/O SUPERVISOR, PURCHASING & SUPPLY
ADMINISTRATIVE SUPPORT CENTRE
361A OLD FINCH AVE.
TORONTO, ON 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.	

<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:	

APPENDIX A SPECIFICATIONS-GENERAL WORK CLOTHING

POLO SHIRTS, PANTS AND LONG SLEEVE SHIRTS					
				Size Range	
		Product offered	Unit Price	Female	Male
Golf Shirt	<p>Colour - Olive or Hunter Green 11oz pocket, left chest (preferable) machine washable stain and soil resistant reinforced topstitching on arm-hold and shoulder seams 3 button placket</p> <p>"STAFF" screen print in WHITE on back of shirt</p> <p>""TORONTO ZOO" crest to be sewn on LEFT front chest by vendor.</p>	Gildan 3800 or equivalent Performance Polyester Knit			
Pants	<p>Colour - Khaki Deep pocket on each thigh and two back pockets, all pockets bar tacked All seams double-stitched Button closed, no snaps or domes Non-rust buttons Comfort fit 7 belt loops Machine washable Non-fading</p>	74% Polyester 25% Wool 1% Lycra or equivalent			
Maternity Pants	<p>Colour - Khaki Deep pocket on each thigh and two back pockets, all pockets bar tacked Button closed, no snaps or domes Non-rust buttons Elastic fit 7 belt loops Machine washable Non-fading</p>	74% Polyester 25% Wool 1% Lycra or equivalent			

<p>Long Sleeve shirts</p>	<p>Colour - Olive Long Sleeved Button down collar One chest pocket, left chest Minimum seven button plus a spare All pockets bar tacked All seams double-stitched Microfiber knit/moisture wicking/antimicrobial Machine washable</p> <p>"TORONTO ZOO" crest to be sewn on LEFT front chest by vendor.</p>	<p>75% Polyester, 25%Wool or equivalent</p>			
<p>Jacket 3-1 system - hooded</p>	<p>Colour – Black or Olive</p>	<p>Dakota WBPT-001 or equivalent</p>			
	<p>Material: Waterproof/Breathable Shell – 100% polyester, waterproof finish Insulation and lining, 100% polyester Reflective safety piping on front and back Zipper close outer nylon shell</p> <p>Pockets (Nylon shell):</p> <ul style="list-style-type: none"> • Lower- 2 vertical slash pockets with zipper and flap closure • Upper chest pockets- 2 vertical slash pockets with zipper and flap closure • Inside - hidden cell phone pocket • Inside - hidden zipper pocket <p>Front: Double storm flap, velcro closed and button clasp over zipper 2 way zipper, YKK heavy duty Cuff: Adjustable cuffs, velcro Hood: Detachable hood on outer garment Under Arm Zippers</p> <p>INNER DETACHABLE LINER</p> <ul style="list-style-type: none"> • YKK heavy duty zipper • Lower- 2 vertical slash 				

	<p>pockets with zipper closure</p> <ul style="list-style-type: none">• Inside - hidden cell phone pocket• 2 way Armpit Zipper sleeve opening <p>"TORONTO ZOO" CREST to be sewn on LEFT front chest of nylon shell and detachable liner.</p>				
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APPENDIX B- Sponsorship Levels – Uniform RFPLevel One: \$25,000. Cash or In-Kind product per year:

1. Company brand name/logo can be imprinted on left sleeve of all shirts and jackets provided;
2. One half page, four colour advertisement in one issue of Collections magazine annually;
3. 50 Toronto Zoo passes annually;
4. Recognition on sponsor page of torontozoo.com.

Level Two: \$50,000. Cash or In-Kind product per year:

1. Company brand name/logo can be imprinted on left sleeve of all shirts and jackets provided;
2. One half page, four colour advertisement in three issues of Collections magazine annually;
3. 100 Toronto Zoo passes annually;
4. Recognition on sponsor page of torontozoo.com;
5. One free picnic site rental annually for company event. (F & B, admission extra);
6. Recognition on on-site signage.

Level Three: \$75,000. Cash or In-Kind product per year:

1. Company brand name/logo can be imprinted on left sleeve of all shirts and jackets provided;
2. One full page, four colour advertisement in three issues of Collections magazine annually;
3. 150 Toronto Zoo passes annually;
4. Recognition on sponsor page of torontozoo.com;
5. One no charge picnic site rental annually for company event. (F & B, admission extra);
6. One behind the scenes tour annually for 7 people;
7. Company mention as Official Uniform Provider on all Zoomobile tours;
8. Relevant :30 second commercial (company provided) running in continuous rotation with other Toronto Zoo messaging on Toronto Zoo digital network.

General Benefits of Sponsorship with the Toronto Zoo

1. Make a positive connection between your customers and the Toronto Zoo audience leading to greater brand awareness, interest in your products and sales.
2. Multiple and diverse exposure of your company name or brand to approximately 1.4 million guests each year;
3. 'Product Showcase' benefit of having Zoo guests see your product in action every day in a variety of applications;
4. Halo effect of connecting your company to the species survival and conservation initiatives of the Toronto Zoo;
5. Employee engagement opportunities;
6. Client hospitality and entertainment options;
7. Case study and R & D potential.