

2017-09-18

**REQUEST FOR QUOTATION
TICKETING SYSTEM SOLUTION
RFPQ 32 (2017-08)
ADDENDUM #2**

This addendum shall be incorporated into, and form part of RFQ #32 (2017-08) 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. This Addendum consists of two (2) pages.

1. Question - Regarding the integration with Microsoft Dynamics (described in Section 2, page 2): We have an existing API that bridges our ticketing system with CRM solutions such as Salesforce and Raisers' Edge, but we have never done a bi-directional link with Dynamics. This is possible to achieve, but it isn't the "off the shelf" product that the zoo is expecting; there would be a professional services fee for developing the integration with Dynamics. Does this exclude us from being able to respond to the RFP?

Answer - While we would like to have an off-the-shelf system installed and fully address all our requirements, we can certainly expect some customization/tweaking to accommodate our needs. Preferably very little to no customization is ideal.

2. Question - Do you plan to sell tickets for individual days or a ticket can be to any day in the year?

Answer- For onsite sales, they are good for the day. For online sales, they are good for any day and valid for redemption to end of calendar year.

3. Question - Do membership card holders enter through the same line as general day ticket holders?

Answer - Members and Prepaid pass holders have their own entry lanes but can go through any available public lanes – whichever has the shortest line.

4. Question - What other tickets are valid for entry? City pass tickets, etc? Would this be validated by the ticketing provider?

Answer - Other POS system generated "barcoded" passes are devaluated by the POS system. CityPASS – we currently do not devalidate at point of entry, but would like to move forward in this direction.

5. Question - If someone buys parking online, how do they use their e-ticket for parking?

With the current system, online parking vouchers are exchanged for an actual physical parking pass at admission. Ideally, we would like to see online parking vouchers be provided with a unique

barcode for scanning to exit the parking lot or some other protocol that would streamline the operation.

- 6. Question - Is the annual pass sold through the same platform as tickets?

Answer - Assuming you are referring to annual admission passes (eg. membership), these are sold by another unit and another POS platform.

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 Quotations or to accept any quotation, should it deem such action to be in its interests.

If you have any queries regarding this matter, please contact Mr. Peter Vasilopoulos, Supervisor, Purchasing & Supply, at 416-392-5916 or by email pvasilopoulos@torontozoo.ca.

Yours truly,

Peter Vasilopoulos
Supervisor, Purchasing & Supply

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

Signed (Must be Signing Officer of Firm)

Name of Firm

Date:

END OF ADDENDUM 2