

2017-08-25

**REQUEST FOR PROPOSAL
WAYFINDING – CONSULTING SERVICES
RFP #12 (2017-07)
ADDENDUM # 1**

This addendum shall be incorporated into, and form part of RFP #12 (2017-07) 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 four (4) pages.

1. **Question:** Could you send Appendix C (it appears to be missing from the downloadable RFP document)?

Answer: There is no applicable appendix C for this project. The documents required for review are identified in section 2.0 and links for these documents have been provided.

2. **Question:** Are we able to propose a slightly modified schedule (as the timescales are quite short)? What is driving the delivery dates?

Answer: If necessary you can propose an alternate project schedule which will be considered during the review process. I would suggest if you are changing the schedule from the one in the RFP that you provide significant justification as to why this change is required.

3. **Question:** As there is a proposal submission format, under what heading should we add our methodology and approach?

Answer: If appropriate headings are not identified then please add accordingly. In this instance use the heading “Methodology & Approach”.

4. **Question:** Does this RFP include car parks (audit and/or sign designs)?

Answer: Yes.

5. **Question:** Are there brand/visual identity guidelines?

Answer: Yes, the Toronto Zoo Graphic Standard will be provided to the successful proponent.

6. **Question:** What in-house capabilities does the zoo have to update the map (as mentioned in project scope)?

Answer: To Toronto Zoo has a Graphics Unit that would be capable of updating the document.

7. **Question:** Would the mapping/signage guidelines document be in addition to this RFP?

Answer:No would be a part of this RFP.

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8. **Question:** Does the RFP exclude individual sign artwork and detailed sign content schedules?

Answer: The successful proponent will be expected to provide sign artwork and detailed sign content schedules as part of the deliverables for this project.

9. **Question:** Does the new wayfinding signage exclude interpretation?

Answer: The new wayfinding signage would exclude interpretation.

10. **Question:** Are you planning to create new digital sign kiosks or retrofit existing ones?

Answer: TBD, could be a combination of both.

11. **Question:** Do you have an existing digital content management system for signs?

Answer: No.

12. **Question:** Do the engineering drawings require an Ontario Engineers Stamp?

Answer: Yes. All engineers practicing in Ontario must be licensed by Professional Engineers Ontario.

13. **Question:** Do you have a budget for this RFP?

Answer: No, the budget required will be determined by the results of the report provided by the successful proponent.

14. **Question:** What is the zoo's construction budget?

Answer: See 13 above.

15. **Question:** In our site tour meeting you mentioned there are some signs that are considered to be legacy signs that may not need to be replaced. Can you identify those signs or sign-types?

Answer: These signs would include the archway signage for zoo geographic areas.

16. **Question:** The RFP (pages 6-7) indicates that technology should be integrated into the trip planning kiosks. Will the technology be prescribed by the Zoo or is the proponent to suggest the technology?

Answer: The proponent should suggest the technology.

17. **Question:** Is there a dedicated budget for the Networked Dynamic Digital Content?

Answer: No.

18. **Question:** Rather than developing print ready artwork for the wayfinding signage, can we produce templates that would accommodate the various messages?

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Answer: The expectation is that the successful proponent will provide print ready artwork that will form the bases of an additional RFQ that will be issued in early 2018 for fabrication and installation of the proposed signage.

19. **Question:** Are the signs to be in English only or are other languages to be incorporated (i.e. French)?

Answer: The signs should be in English.

20. **Question:** Are any brands to be incorporated into the signage; if so what are they?

Answer: Not to my knowledge.

21. **Question:** You've indicated that an initial map could be developed and that this could be used as a tool to manage wayfinding especially during the phased implementation process. You also indicated that this map should be updatable by Zoo staff. Can you confirm what types of formats would be acceptable and considered easily updatable by Zoo staff? For example, do Zoo staff have capabilities to use Adobe Illustrator, what do the maps need to be compatible with?

Answer: Adobe Illustrator & Indesign are two programs used by Toronto Zoo.

22. **Question:** With respect to scope:

- a) To what extent will this wayfinding program extend beyond public areas? Should we assume that wayfinding for back of house, operation and employee areas should be examined and reviewed within the context of this project?
- b) To what extent are retail spaces to be identified in the program?
- c) Also, what about facilities such as the new Wildlife Health Centre; are those facilities within the current scope?
- d) To what extent will this wayfinding program extend into public interior spaces? Please confirm that it is the intent that all interior spaces are to be reviewed as well?

Answer:

- a) The wayfinding system is for public areas only.
- b) Retail spaces are to be identified in the wayfinding signage only. General wayfinding signage should identify the retail spaces.
- c) Access to the Wildlife Health Centre should be included in the scope of work.
- d) Interior spaces such as Pavilions, etc. are not included in the scope of work. All zoo geographic areas have themed graphics for exhibits. Therefore you should be including wayfinding to these areas only.

23. **Question:** You've indicated that you expect the consultation and design effort to be complete within approximately four months. Can you also provide detail about your expectations for the tender, fabrication and installation of the wayfinding program? Is it necessary for the wayfinding program to be implemented in phases (over multiple years) or is there budget availability to roll it out (as much as possible) park wide as one construction project?

Answer: The fabrication and installation of the new wayfinding system will be determined by the information provided by the successful proponent and the associated costs for the proposed wayfinding signage solution.

24. **Question:** If the program is to be implemented in phases:

- a) How many phases are anticipated?

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- b) Will the project go out to tender once (resulting in a vendor of record to fabricate the products over the specified period of time) or will the project be tendered multiple times?

Answer:

- a) This will really be determined by the type and cost of signage being proposed.
- b) We anticipate that the fabrication and installation portion of the project would be tendered one time only.

- 25. Question:** Should we include estimated fees for Construction Administration or will this be considered separately once the fabrication tender is awarded?

Answer: This will be considered separately once the fabrication tender is awarded. We would request that the successful proponent attend the site visit for this portion of the work.

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.

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