

2021-03-24

**REQUEST FOR PROPOSAL  
RFP 10 (2021-03)  
INTERACTIVE GUEST EXPERIENCE OPPORTUNITY  
ADDENDUM #2**

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This addendum shall be incorporated into, and form part of RFP 10 (2021-03) 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.

**Question 1:** Please provide approximation of 2019 Monthly up-charge Adventure Numbers.  
**Answer:**

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Zoomobile	0	0	0	730	10109	21186	29618	36532	8949	7309			114433
Carousel	714	610	5727	8736	14495	20147	23013	29093	9440	9440			121415
Tundra	0	0	838	1941	2701	4266	5732	7816	1909	1140			26343
Ropes	0	0	0	0	1887	2514	3594	5391	1521	671			15578
Wild Rouge	0	0	0	0	406	1175	1003	1821	455	210			5070

**Question 2:** If the vendor does not currently had 5 years' experience providing interactive experiences are they ineligible for this submission?

**Answer:** No, a vendor can still submit, but less than 5 years' experience will be noted in the evaluation process.

**Question 3:** Would the Zoo provide a building or a tent?

**Answer:** All temporary structures are solely the responsibility of the Proponent to provide at their own expense and prior approval by the Toronto Zoo. . Use of the Toronto Zoo permanent buildings will be determined on a case-by-case basis if deemed beneficial to the operations of the Zoo.

**Question 4:** How long is the initial agreement for?

**Answer.** As noted in 6.0 of the RFP one (1) season contract beginning in Spring 2021 with option to renew

**Question 5:** The RFP lists a launch date for the new attraction as "Spring 2021". Is there a more specific date in mind. For example, if a new experience was ready to go live by the end of June, is that considered too late?

**Answer:** Due to COVID-19 and the uncertainty of the operating dates of the Zoo, we will be flexible on start time for this experience. Spring 2021 is the projected start time, but depending on the experience, that date can be adjusted with the Successful Proponent at the sole discretion of the Zoo.

**Question 6:** What happens if the site would need to be closed due to COVID 19?

**Answer:** Due to ongoing COVID-19 restrictions, the Zoo site may be closed unexpectedly. Any stipulations or conditions upon a closure should be outlined in the agreement between the Successful Proponent and the Toronto Zoo. Every effort should be made to ensure the

interactive Guest Experience proposed is able to remain operational during the ongoing COVID-19 global pandemic.

**Question 7:** Might you be able to specifically clarify what you are seeking for this RFP and what you had in mind that this RFP was created around?

**Answer:** The Toronto Zoo is looking for an Interactive Guest Experience. As there are a number of methods and forms that these experiences can fall under, we are open to any submissions that vendors feel captures the mission and vision of the zoo, while providing an interactive and excellent experience for our guests.

**Question 8:** Do you have a current pdf file that shows the route visitors will take through the zoo if this is a walk through and/or drive through experience?

**Answer:** The Toronto Zoo site is dynamic is routes are adjusted and changed as needed. For information only, attached is the summer 2020 map showing both a Drive Through route as well as walking paths.



**Question 9:** Will this experience be visible to visitors during the day?

**Answer:** Depending on the nature of the Interactive Experience, it may operate during normal Zoo day-time hours or as an after-hour stand-alone experience.

**Question 10:** Will indoor spaces on Zoo site be used if it is a night time walk through or drive through experience?

**Answer:** Indoor spaces have not been used for After-hour and Drive through experiences due to safety concerns. Any proposal submitted for indoor space usage would need to outline the safety considerations for guests, staff and animals.

**Question 11:** Is it possible to bring power, extended Wifi network or infrastructure to certain locations if the vendor concept calls for it?

**Answer:** The Toronto Zoo is a dynamic site which is constantly upgrading its infrastructure. Certain infrastructural additions can be made to the site, at the discretion and benefit to the Toronto Zoo. Any infrastructural upgrades will be the responsibility of the Successful Proponent including all associated financial costs.

**Question 12:** The RFP states that "tickets will only be available through zoo staff". Are experiences also sold online through the Zoo's website?

**Answer:** Tickets can also be sold online and revenue streams and finance can be adjusted at the discretion of the Zoo and outlined in the Agreement.

**Question 13:** Is there a short-term focus on a species or area of the zoo that will be used to highlight conservation efforts

**Answer:** The Zoo has no conservation effort or area in particular that this RFP should focus on, however, as noted in the RFP “The experience(s) should relay the important message of wildlife conservation and a positive view of the world’s natural environment and must also pass on important conservation messages.”

**Question 14:** If the vendors Commercial Liability Insurance is currently not covering Canada are they ineligible for this submission?

**Answer:** No, please indicate in your submission that Commercial Liability Insurance will be acquired and maintained for the duration of the contract and as required with regard to all applicable governing laws.

**Question 15:** is the “Section 7.1 Proponent Profile – b) Duly executed Proposal Form” the “Proposal Form” the document on page 18, 9.0 PROPOSAL SUBMISSION FORM?

**Answer:** Yes.

**Question 16 - Experience and Qualifications of the Proponent**

Delete: a) Experience in the ownership, management and operations of cinematic experiences currently in operation.

Replace with: a) Experience in the ownership, management and operations of interactive guest experiences currently in operation.

**Question 17 – Sample Agreement**

**Answer -** Delete reference to Appendix A- Sample Agreement in Table of Contents

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 Tenders 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:

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