

2022-05-30

REQUEST FOR QUOTATION
RFQ 03 (2022-05) REV.
PROVISION OF CLOUD BASED ADMISSION TICKETING SYSTEM
ADDENDUM #3

This addendum shall be incorporated into, and form part of **RFQ 03 (2022-05) REV.** 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:** How would you rate your level of digital maturity today vs. where you want to be in 5 years?

Answer: Low. In 5 years we will have fully moved to a sass operation.

2. **Question:** How important is it to you to be innovative, early adopters of new technology aimed at business growth and enhancing customer experience?

Answer: Very Important

3. **Question:** What role do you see your software providers playing when it comes to your fundraising and membership goals?

Answer: Membership system is not included in this RFP but integrations are required for verifying membership status at paywall and for attendance and visitation logging and reporting. Adding a donation to ticket purchase transaction is the current requirement with respect to fundraising.

4. **Question:** What is your expectation for required integrations? Are they to be included in overall cost, or quoted separately as custom development?

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Answer: Include in overall cost.

5. **Question:** Does the Toronto Zoo use a ticketing platform for events? If so, can you please share an example event and any relevant info, including challenges with current system.

Answer- Ticketing Platform provided by Streamin Technologies. Sample event (Drag Show) can be found here <https://tickets.torontozoo.com/events>.

6. **Question:** Does the Toronto Zoo use a ticketing platform for community engagement or education? If so, can you please share an example, and any relevant info, including challenges with current system.

Answer: Learning and Engagement uses Camp Brain, this is not within the scope of this RFP.

7. **Question:** Req #30 – Can you please elaborate on the functionality needed from the loyalty program?

Answer: Please share the options available with your software, currently there is not an active loyalty program but would like to understand opportunities for future implementation.

8. **Question:** Req #33 – Does the Zoo have specific hardware in mind, or should we include our capabilities and recommendations?

Answer: There is no specific hardware at this time, please include recommendations. For access control at the paywall currently both barrier and barrier free are being considered.

9. **Question:** Req #86 – Can you provide some examples of conditions when a prompt would be required?

Answer: Examples of conditions include prompt at checkout or prompt when specific item is added to cart online or selected by cashier onsite.

10. **Question:** Req #104 – Does the Zoo use preferred Access Control hardware? If so, what is the make and manufacturer?

Answer: Currently there is no hardware in place, consider both barrier and barrier free at this time.

11. **Question:** Section 1.3 instructs proponents to submit their proposal via email. Section 1.5 states that proposals must not be submitted by facsimile or email. Please clarify if proposals are to be submitted via email.

Answer: Yes, by email, follow Instructions, item 1.3

12. **Question:** Proposal Submittal deadline is currently June 7, 2022. Page 11 (4.0 Schedule of Events) states the shortlist will be contacted the week of June 6, 2022. Please clarify if the shortlist will be made AFTER the submittal deadline and if it will be contacted the same week as proposal submittals.

Answer: See Addendum #2

13. **Question:** Page 5 states the Proponent must have Canadian, Local Government, experience with at least (3) similar implementations in operation. Proposal Content Section (Page 12), Section 5.11, requires the Proponent to provided 3 references for similar projects.

Please clarify if our 3 required projects must be similar implementations with Canadian Local Government.

Answer: References do not need to be from a Canadian project.

14. **Question:** The RFP Documents include a file titled “Schedule 1.Final” that requires a password to open.

Question: How do we obtain the password?

Answer: See Addendum #1

15. **Question:** Referencing page 5, Section 3.3 Core Business Requirements-
"The functional requirements defined in Appendix A...."

Answer: Referencing page 5, Section 3.3 Core Business Requirements
Delete reference to Appendix A

Replaced with Schedule 1 Revised V.1 NP, see Addendum # 1

16. **Question:** RFP Section 6.6 Step 2 – Evaluation of Submitted Proposals, Subsection 6.6.1 (Table) states Functional Requirements Is worth 40 points.

Question: Does this criteria refer to the Product Hosting Type and Compatibility Form, and if so, under which section of the proposal should it be submitted?

Answer: This will be evaluated based on responses received from Proponents to the Hosting Type and Compatibility Form and Schedule 1 included as part of this RFP.

17. **Question:** RFP Section 6.0 (Proposal Evaluation Criteria), Page 12, states the proposal narrative should include a discussion of scope of services and the proponent's approach to managing services and accomplishing required objectives.

Please clarify where the required narrative should be included in the proposal.

Answer: This is our criteria for evaluation Proposals received, the content information should be included as part of 5.0 Proposal Submission Format

18. **Question:** We appreciated the Proposal Submission Format in Section 5 and want to follow it precisely. The question we have is where does the Proposal Narrative need to be? Should it be in section 5.8 with the project timeline? or somewhere else?

Answer: See answer to question 19

19. **Question:** Section 3.6 (Scope of Work) Statistics.

What percentage of Toronto Zoo Annual Attendance is web sales vs. walk-up / kiosk?

Answer: For proposed new POS admission system, our target is to have over 90% of sales online

20. **Question:** Please confirm you are referring to 3.0 Introduction and general requirements on page 5.

Answer: Do not understand the question asked.

21. **Question:** What is the project budget?

Answer: Provide the best value beneficial to the Toronto Zoo and as non-profit organization.

22. **Question:** Can all of the fees be charges as transaction fees?

Answer: A specific fee structure has not been identified, submission should include the pricing/fee structure proposed by the proponent.

23. **Question:** What is the breakdown of the fees to current vendor?

Answer: The individual fees cannot be provided.

24. **Question:** Are the following being replaced?

1. MicroSoft RMS
2. Volante
3. Camp Brain
4. ADMITS

Answer: RFP covers services currently provide by ADMITS, other systems are not within the scope of this RFP.

25. **Question:** Sage FR100 has been obsolete for 10 years. Is integration to Sage FR100 required? Or can a substitute system be proposed?

Answer: Current system is Microsoft Dynamics CRM, substitute system can be proposed.

26. **Question:** Microsoft RMS has been obsolete for 8 years. Is integration required?

Answer: Integration with RMS is not required.

27. **Question:** Do we need to replace the Toronto web membership forms?

Answer: No

28. **Question:** Is the integration objective with Precise Parking to provide them a list of valid plate numbers or valid pass codes with permit parking?

Answer: Generate a valid barcode number that meets Precise Parking requirements which permits(guests) parking egress when scanned at the parking exit terminal.

29. **Question:** Integration with GP financials is on the sales journal interface. Is the requirement for General Ledger and AR only? or is there a different requirement for this integration?

Answer: GL & AR are primary integrations required. Please identify if transactions are being integrated individually or as a batch.

30. **Question:** Referencing page 3, Section 1.0 Instructions
"Ensure that you have received all 27 pages of the RFP package"

Answer: The RFP is comprised of 25 pages.

31. **Question:** Appendix A on page 22 of the RFP document, is provided as Schedule of Prices. Please provide the functional requirements.

Answer: There is no descriptive Functional requirements for Schedule of Prices.

32. **Question:** Referencing Page 12, Section 6.6 Step 2 – Evaluation of submitted proposals- Criteria: "Section 3.0 scoring (30)"

Answer: Delete in the Evaluation criteria reference of "Section 3.0 scoring (30)" and replace with Pricing and fees

33. **Question:** If yes, are you expecting a response for each of the sub-topics under this section? If not, please clarify what this score refers to

Answer: Do not understand the question asked.

34. **Question:** Who is the merchant of record? What is the credit processing fee?

Answer: Chase is the merchant of record; credit processing fees will not be disclosed at this time.

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 proposals or to accept any proposal, 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 3