

2019-03-12

**REQUEST FOR PROPOSAL
RFQ 05 (2019-02)
STRATEGIC PLAN CONSULTING SERVICES
ADDENDUM #2**

This addendum shall be incorporated into, and form part of RFP 05 (2019-02) 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 three (3) pages.

1. **Question** - How does this project align with your business planning? Will we be required to carry out any business planning work, or is this project purely to develop the strategic plan?

Answer – No.

2. **Question** - Does Toronto Zoo currently carry out any regular research with your visitors onsite and, if so, what data do you have?

Answer -Yes. We have data on who our visitors are and where they live.

3. **Question** - Regarding section 3.4.7; "*Develop metrics through a dashboard approach regarding how the 2020-2025 Strategic Plan can be evaluated and success measured at periodic intervals during its five year life.*"

Is there an existing dashboard used by Toronto Zoo, or will we need to develop one with you? Will this require the development of a broad approach to evaluation, or the development of specific research tools?

Answer - No. We want specifics metrics to measure outcomes.

4. **Question** - Does Toronto Zoo currently have contacts and a mechanism for engaging and consulting with your local community, or will we have to recruit for this stage?

Answer - We have contacts such as members and in some cases we will use institutional partners to help reach out.

5. **Question** - If we have any clarifying questions on the background provided in Section 2.0 of the RFP, will there be an opportunity to ask them, either in writing or over the phone?

Answer - No – that is why we have the question period. You have to submit them in writing.

6. **Question** - In the process and activities outlined under section 3.3 Consultation, would the Zoo be open to hearing a different proposed approach in our response to the RFP: one that includes the same activities and audiences outlined in the RFP, but in a slightly different order or sequence?

Answer - Include your proposed process for consultation in the RFP response.

7. **Question** - To be clear, we believe that all of the activities outlined in section 3.3 will be valuable and important, as will consultation with all the key audiences identified (e.g., senior Zoo staff, Board, volunteers, key partners, etc.). However, we also feel that there might be a different sequence of these activities and audience consultations that could be warranted and which we would like to propose.

Answer -Include your consultation process in the response to the RFP.

8. **Question** - Would the Toronto Zoo be open to hearing our thoughts on this, or should we adhere to the process and activities exactly as outlined?

Answer -Include your proposed consultation process in your RFP submission.

9. **Question** - Under section 3.3.1 under Consultation, is the RFP asking for the Consultant to facilitate one strategic session with the senior Zoo staff, and another separate session with the Board? Or is the process requiring two sessions with senior Zoo staff and the Board participating in both?

Answer - They are separate.

10. **Question** - At the risk of asking a stupid question, how involved and instrumental is the Toronto Zoo Board in setting the Zoo's strategic priorities and defining a path for its future? We imagine they are very involved, but wanted to ask to be clear. And will any new Toronto Zoo Vision, Mission and Five Year Strategic Plan have to, ultimately, be voted on and approved by the Board?

Answer -Yes, the Board will have input and will vote on it.

11. **Question** - Should the original unbound signed proposal be in a separate sealed package or envelope from the three copies, or can they all four be in the same, sealed envelope with the submission label provided?

Answer – The original and copy hard copy versions of the RFP can be submitted in the same envelope. As outlined in the RFP document, label the original with the wording “Original” on the document and label the copy versions “Copy”.

12. **Question** - In Section 5.0 Fee Proposal, the RFP states that our proposal should outline a firm, not to exceed price, including total fees and expenses (excluding taxes).

Answer – In regards to Appendix A provide your firm price and applicable disbursements to complete all aspects of the strategic plan as outlined in the RFP.

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:

END OF ADDENDUM