

2019-05-16

**REQUEST FOR PROPOSAL  
SUPPLY OF INTELLIGENT KEY SYSTEM  
RFP 16 (2019-05)**

The Toronto Zoo (Zoo) requests Proposals from experienced and qualified companies to goods and services for an Intelligent Key System.

**Due Date:** Please provide **four (4)** copies of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL and **three (3)** copies of the original proposal clearly marked as COPY and **one (1)** electronic copy (Microsoft Word or Adobe Acrobat PDF) on a CD or flash drive in a sealed package or envelope. The original and all copies should be identical (excluding any obvious differences in labeling as noted above).

Proposal to be delivered to the office of **Purchasing & Supply, Toronto Zoo, Administrative Support Centre, 361A Old Finch Ave., Toronto, Ontario, M1B 5K7** by:

**Wednesday, 2019-05-29 by 1200 hours (noon), local time**

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 request for proposal, please contact Mr. Peter Vasilopoulos, Supervisor of Purchasing & Supply at [pvasilopoulos@torontozoo.ca](mailto:pvasilopoulos@torontozoo.ca).

Yours truly,

Paul K. Whittam  
Director, Finance and Computer Services

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## 1.0 INSTRUCTIONS

- 1.1 Ensure that you have received all 24 pages of the RFP package.
- 1.2 Complete ALL FORMS by due date and time received on or before **Wednesday, 2019-05-29 by 1200 hours (noon) local time** or your Proposal will not be considered. Include signed copies of any addenda with your submission package. Use the attached submission label when you submit your response and deliver to the Toronto Zoo
- 1.3 Provide **four (4)** copies of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL and **three (3)** copies of the original proposal clearly marked as COPY and **one (1)** electronic copy (Microsoft Word or Adobe Acrobat PDF) on a CD or flash drive in a sealed package or envelope. The original and all copies should be identical (excluding any obvious differences in labeling as noted above).
- 1.4 If the Toronto Zoo determines that an amendment is required to this RFP, the Toronto Zoo representative will issue by email or post a written addendum on the Toronto Zoo Website that will form part of this RFP. It is the responsibility of the bidder to check the website and to download the addendum from the Toronto Zoo's website. No amendment of any kind to the RFP is effective unless it is provided by email or posted in a formal written addendum on the Toronto Zoo website. Upon submitting a Proposal, Proponents will be deemed to have received notice of all addenda and acknowledged on the submission form.
- 1.5 Proposals must not be submitted by facsimile or email.
- 1.6 Unless otherwise indicated herein, the prices stated are payable in Canadian Funds, excluding HST.
- 1.7 Use the attached submission label, when you submit your response in a sealed envelope or package and deliver to the Toronto Zoo.
- 1.8 Prices shall remain in effect for a period of ninety (120) days from the Proposal due date.
- 1.9 The Successful Proponent will conform to and enforce strict compliance with the Occupational Health and Safety Act R.S.O. 1990, as amended (OHSA) and Workplace Safety and Insurance Board (WSIB) in the performance of the Work/Services.
- 1.10 The Successful Proponent must adhere to all relevant Toronto Zoo policies, including, but not limited to, the Toronto Zoo Health and Safety Policy, the Working in the Vicinity of Animal Containments Policy and the Vehicles on Site Policy, copies of which will be provided to the Successful Proponent upon award.
- 1.11 The Successful Proponent shall keep proper record of accounts including supporting documents for the services rendered as a result of this RFP and these records of account shall be open for inspection and/or audit by the Zoo upon reasonable request during normal business hours at the Zoo. Such records shall be retained for two (2) years following the completion of the services.
- 1.12 The RFP should not be construed as an offer or a contract to purchase goods or services.
- 1.13 Proponents shall not issue any news releases or make any public announcements concerning the RFP, the awarding of this or any contract or any element of the subject project without the prior written consent of the Toronto Zoo and then, only in coordination with the Toronto Zoo.
- 1.14 For any questions concerning this RFP, please direct your inquiry to:

Peter Vasilopoulos  
Supervisor, Purchasing & Supply  
Tel: 416-392-5916  
E-mail: pvasilopoulos@torontozoo.ca

## 2.0 GENERAL TERMS

- 2.1 The following definitions will apply to this Request for Proposal and to any subsequent Contract:
- 2.1.1 **“Board” or “Toronto Zoo”** means the Board of Management of the Toronto Zoo;
  - 2.1.2 **“CEO”** means the Chief Executive Officer of the Toronto Zoo;
  - 2.1.3 **“Contractor”** means the person, partnership or corporation contracting with the Board to provide the required Services;
  - 2.1.4 **“Contract”** means acceptance by the Toronto Zoo (by way of written acknowledgement, Agreement, Contract or Purchase Order) to furnish Services for money or other considerations;
  - 2.1.5 **“Contract Price”** means the price payable under the contract to the Contractor, being the Proposal Price eventually accepted by the Board of Management of the Toronto Zoo subject to any changes pursuant to the Contract Requirements;
  - 2.1.6 **“Preferred Proponent”** means the Proponent whose Proposal, as determined by Board staff through the evaluation analysis described in the RFP, provides the best overall value in meeting the Board’s requirements, and may be recommended for award;
  - 2.1.7 **“Prime Proponent”** means a person, partnership or corporation of firm that submits a Proposal in response to this RFP on a behalf of a joint venture or consortium;
  - 2.1.8 **“Project Co-Ordinator or Project Manager”** is the person designated by the Board to manage the project for the Toronto Zoo;
  - 2.1.9 **“Proponent”** means an individual or company that submits or intends to submit, a proposal in response to this Request for Proposal;
  - 2.1.10 **“Proposal Price”**, **“Contract”** and **“Contract Documents”** have the meanings set out therefore in clauses contained in these documents;
  - 2.1.11 **“Request for Proposal (RFP)”** means the RFP document in its entirety, inclusive of any addenda that may be issued by the Toronto Zoo;
  - 2.1.12 **“Services” or “Work”** means everything that is necessary to be performed, furnished delivered by the Proponent to meet the Proponent’s obligation under this Contract;
  - 2.1.13 **“Successful Proponent”** means the Preferred Proponent with whom the Board intends to negotiate an awarded Agreement.

### **3.0 BACKGROUND AND SCOPE OF WORK**

#### **3.1 Background Information**

- 3.1.1 The Toronto Zoo opened August 15, 1974. Home to more than 5,000 animals and 300 exhibits representing the world's biomes, the Zoo is situated on 697 acres of land in the picturesque Rouge Valley. The Toronto Zoo is divided into geographic zones of the world each representing the natural habitat and species of the world region. The Toronto Zoo, is a premier leisure destination in Ontario attracting approximately 1.25 million visitors annually within a highly competitive market.
- 3.1.1 The Toronto Zoo was founded to exhibit and conserve animal, plant, and fish species and has become well known for advancing wildlife conservation, often in partnership with governments, not for profits, and other Zoos at the local, national and international scale.
- 3.1.2 Promoting wildlife conservation, sustainability and biodiversity are the key parts of the Zoo's mission, and is reflected in its scientific research, programming and educational outreach. The Strategic Plan for the Toronto Zoo seeks to further enhance the Toronto Zoo's efforts at wildlife conservation excellence with a focus on Canadian species. The 2016 Master Plan will reinforce this objective through sustained and focused capital investment over the next 15 to 20 years.

#### **3.2 SCOPE OF WORK**

The Zoo is seeking to identify and select a qualified supplier that has the knowledge, technical resources, experience, reputation and capacity to design and supply an intelligent keying system to upgrade its existing lock and key system. The successful proponent would also be responsible for installation of the intelligent storage cabinets, computer accessibility of the intelligent keying system as well as staff training for computer software, inputting of information and data management. Toronto Zoo will be responsible for installation of the intelligent cores.

Over time and as the Zoo has grown we have continued to expand our original lock/keying system to a point where we have mixed systems on site which present operational management issues. A need was identified for a single, centralized intelligent key system that would support a more cost effective and efficient stewardship of facility access. Such a system would help maintain records of access including user activity, provide authorized usage. It would also support the sharing of information (i.e., importing and exporting of data) with other systems and provide rich, detailed business intelligence reports.

The equipment proposed must be reliable, provide optimum performance and ease of use for Toronto Zoo staff.

- 3.2.1 The goal of the project is to establish a comprehensive intelligent keying system for the zoo site which:
- Provides appropriate access for all staff in line with current policies and procedures;
  - Allows staff adequate, timely access to their relevant spaces;
  - Reduces security risk by controlling access and providing a better management control system;
  - Improves ongoing management of staff resources through input of information into a lock and key management and inventory software system;

- System must provide the latest technology to allow for future feature additions and overall enhanced user experience;
- Integrated software and hardware for the implementation of the Intelligent Key System;
- Extensive query and reporting capabilities;
- Improves security and reliability;
- Provide an intelligent key access system with appropriate storage and distribution system; and
- Systems training and ongoing support to ensure effective use/operation of software application.

3.2.2 The successful proponent of the proposed Intelligent Key System will have the following qualifications, experience and capacity:

- Capacity to complete all of the work or delivery of goods as outlined within the RFP by 2019-12-13;
- Minimum of five (5) years operation;
- Proof of certification to supply recommend Intelligent Key System;
- Provide contact information for three (3) references of similar work completed within the last five (5) years;
- Ensure that all applicable Toronto Zoo policies and procedures are adhered to at all times as well as applicable laws;
- Implementation meets building and fire code requirements;
- Work with Toronto Zoo staff to review the existing manual keying system and provide data input into an electronic record system already available at the zoo, sample of manual key card attached;
- Provide information on all initial and ongoing costs including but not limited to license(s), software purchase associated with the system; and
- Final design and key requirements will require Zoo approval prior to proceeding with the work.

#### 4.0 PROPONENT SUBMISSION REQUIREMENTS

Responses to the RFP may be submitted on behalf of an individual firm, strategic partnerships, joint ventures or consortiums, however a single firm must be identified as the primary contact as required to issue a purchase order or execute a contract with the Toronto Zoo.

**CONTENT:** The proposal shall be clear, concise, and shall include sufficient detail for effective evaluation and for substantiating the validity of stated claims. **The proposal shall not simply rephrase or restate the requirements, but rather shall provide convincing rationale to address how the Proponent intends to meet these requirements.**

The Proponent shall assume that the evaluation team has no prior knowledge of its qualifications and experience, and will base its evaluation on the information presented in the proposal. **Inclusion of an electronic copy of your company/product brochure is encouraged.**

Please submit a proposal based on the above, with the following information required:

1. Signed Proposal Submission Form
2. Cover page
3. Table of contents- Include all page numbers identifying all included material
4. Executive summary
5. Proponent profile summary of corporate history and list major clients and business partners

6. Delivery and capacity:  
Details on capacity and capability to implement Intelligent Key System  
Delivery of goods and services by 2019-11-15 or earlier.
7. Details on ability to input existing manual data collection of non-Intelligent keys and into new key control software program.
8. Outline of staff training program that will be provided. Give details; include location and maximum number of Zoo staff.
9. Warranty period for cores and industrial and on-going maintenance
10. Spares parts
  - a. The Bidder shall confirm adequate availability of Intelligent Keying System spare parts and after sales services

Identified conflict of interests in the event if the Proponent’s representation of any of its clients could create a conflict of interest should the Proponent provide services to the Toronto Zoo.

The Proponent should submit a Submission in a particular submittal format, to reduce paper, encourage our recycled product expectations, and reduce package bulk. Bulk from binders and large packages are unwanted. Vinyl plastic products are unwanted. The Toronto Zoo also has an environmentally- preferable purchasing commitment, and seeks a package format to support the green expectations and initiatives of the Toronto Zoo.

Please do not use any plastic or vinyl binders or folders. The Toronto Zoo prefers simple, stapled paper copies. If a binder or folder is essential due to the size of your Proposal, they should be fully 100% recycled stock.

The Toronto Zoo seeks and prefers submissions on 100% Post Consumer Fibre (PCF) paper, consistent with the Toronto Zoo’s environmental practices. All copies of all pages of the Proposal should be printed in duplex (i.e. on both sides of the pages) where possible.

**5.0 SCHEDULE OF EVENTS:**

The following is the **intended** schedule for this RFP:

Release of RFP	<b>2019-05-16</b>
Proponents’ Question Deadline	<b>2019-05-22</b>
Submission Due	<b>2019-05-29</b>
Interviews, if necessary	<b>Week of 2019-06-03</b>
Notification of Award By the Toronto Zoo	<b>Week of 2019-06-10</b>
Review Existing System & Site	<b>2019-06-17 – 2019-07-19</b>
Determine System Requirements	<b>2019-07-22 – 2019-09-27</b>
Delivery & training	<b>2019-11-15</b>
Inputting of manual key lock data	<b>2019-12-13</b>
Training	<b>Week of 2019-12-07</b>

The RFP process and project will be governed according to the above schedule. Although every attempt will be made to meet all dates listed, the Toronto Zoo reserves the right to modify any or all dates at its sole discretion. Appropriate notice of change will be provided, in writing, as soon as is feasible so that each Proponent will be given the same non-preferential treatment.

**QUESTIONS ON BID DOCUMENTS (QBD)**

Deadline: Tuesday, 2019-05-21

Contact:

To: The Toronto Zoo  
361A Old Finch Avenue  
Toronto, ON M1B 5K7  
Tel: (416) 392-5916  
Fax: (416) 392-6711  
Attn: Peter Vasilopoulos  
pvasilopoulos@torontozoo.ca

From:	_____	Date:	_____
Firm:	_____	Tel:	_____
Spec Section:	_____	Paragraph(s):	_____
Drawing Sheet:	_____	Detail(s):	_____

Question(s):

Mark this box if the QBD can be answered by Bidder's review of the documents. Reply with location(s) where the information can be obtained.

Reply:

By: \_\_\_\_\_ Firm: \_\_\_\_\_ Date: \_\_\_\_\_

The reply is an answer to a Bidder's question. The reply does not change the Bid Documents unless the information contained therein is issued in an Addendum. At the sole discretion of the City, the question and reply may be returned to the questioner and distributed to all bidding general contractors for informational purposes.



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**6.0 PROPOSAL EVALUATION CRITERIA**

- 6.1 The Proponent is urged to ensure that its Proposal is submitted in the most favourable terms in order to reflect the best possible potential, since less than best potential could result in exclusion of the Proposal from further consideration.
- 6.2 The RFP will not be awarded to the Proposal with the lowest cost, but rather, award shall be based on a combination of related expertise, prior project experience and price. Additionally, the Zoo may accept or reject any part of the Proponent's bid.
- 6.3 An Evaluation Team comprised of representatives designated by the Zoo will evaluate responses to the RFP.
- 6.4 There are three steps to the pre-defined evaluation process:
- Step 1 – Initial Review of Responses
  - Step 2 – Evaluation of Submitted Proposals
  - Step 3 – Evaluation of Presentations
- 6.5 Step 1 – Initial Review of Responses
- The Zoo will open only those Proposals received by the Proposal Deadline and time specified within this RFP. Immediately upon opening, the Zoo will review each Proposal for compliance with the instructions and conditions applicable to this RFP. The Zoo, at its option, may seek Proponent retraction and clarification of any discrepancy/contradiction found during its review of Proposals.
- 6.6 Step 2 – Evaluation of Submitted Proposals
- 6.6.1 The Evaluation Team will evaluate each submitted Proposal, that has passed through Step 1, on criteria that will include, but not necessarily be limited to, the following:
- 6.6.2 Technical Suitability for intended operations, conformance to equipment specifications, equipment capabilities (30 points)
- 6.6.3 Service, warranty and training (20 points)
- 6.6.4 Delivery date (10 points)
- 6.6.5 Pricing, itemized , FOB Toronto Zoo 361A Old Finch Ave. Toronto, ON M1B 5K7 (30 points)
- 6.6.6 References (10 points)
- 6.7 The aim of the Evaluation Team is to select the one Proposal which in its opinion meets the requirements of the Toronto Zoo under this RFP and provides the best overall value to the Toronto Zoo. The Proposal selected, if any, will not necessarily be one the offering the lowest cost to the Toronto Zoo.
- 6.7.1 The Process commenced by this RFP may be cancelled and a new process instituted at any time by the Toronto Zoo, the Toronto Zoo nor the Board shall be responsible for any loss, damages or expenses incurred by the Proponent.

- 6.7.2 The Zoo may, at its discretion, eliminate a Proposal from further consideration if it deems the overall cost to be prohibitive.
- 6.7.3 A short-list of suitable Proponents may be established who may be invited to Step 3 to provide presentations related to their Proposal.
- 6.8 Step 3 – Evaluation of Presentations (If Required)
  - 6.8.1 Invited Proponent(s) shall provide presentations in support of their Proposals or to demonstrate or otherwise expand on the information contained therein.
  - 6.8.2 The Proponent(s) shall ensure that the presentation is made by well versed staff with the authority to make decisions and commitments on behalf of the Proponent.
  - 6.8.3 Any and all costs incurred by the Proponent in order to prepare for and attend the presentation and/or demonstration including transportation, food, lodging, etc. shall be borne entirely by the Proponent.
- 6.9 The final score is then calculated as illustrated in the following table:

<b>Evaluation</b>				<b>Score</b>
Step 1 – Initial Review of Submitted Proposals				Prerequisite
Step 2 – Evaluation of Submitted Proposals				Maximum 100
Step 3 – Evaluation of Presentations (If Required)				(Maximum 50 If Required)
<b>Total</b>	<b>maximum</b>	<b>score</b>	<b>excluding</b>	<b>100</b>
<b>Presentation</b>				
<b>Total</b>	<b>maximum</b>	<b>score</b>	<b>including</b>	<b>150</b>
<b>Presentation</b>				

- 6.10 By responding to this Proposal, the Proponent agrees to accept the recommendation of the Evaluation Team as final.
- 6.11 All Proposals shall be submitted by the Proponent on the understanding that the Proposals shall become the property of the Zoo.

**7.0 CONTRACT REQUIREMENTS**

- 7.1 **Contract Form:**  
The Successful Proponent shall be retained through the issuance of a purchase order or an agreement (at the discretion of the CEO or designated representative), which shall include the terms and conditions of this Request for Proposal. For reference, a sample Staging and Service Agreement is included in Appendix II.
- 7.2 **Negotiations and Agreement**  
The award of any Agreement will be at the absolute discretion of the Toronto Zoo. The selection of the Preferred Proponent will not oblige the Toronto Zoo to negotiate or execute an Agreement with that Preferred Proponent.  
  
The Toronto Zoo shall have the right to negotiate on such matter(s) as it chooses with the Preferred Proponent without obligation to communicate, negotiate or review similar modifications with other Proponents. The Toronto Zoo shall incur no liability to any other Proponent as a result of such negotiation or alternative arrangements.

During negotiations, the scope of the services may be refined, issues may be prioritized, responsibilities among the Proponent, all staff and sub-consultants provided by it and the Board may be settled and the issues concerning implementation may be clarified.

If any Agreement cannot be negotiated within thirty (30) business days of notification to the Preferred Proponent, the Toronto Zoo may, at its sole discretion, choose to continue negotiations for a period of time, terminate negotiations with that Proponent and negotiate an Agreement with another Proponent or abort the RFP process and not enter into any Agreement with any of the Proponents.

## 8.0 TERMS AND CONDITIONS

### 8.1 Proponent Assurance:

Unless otherwise stated, the goods, material, articles, equipment, work or services, specified or called for in or under this Proposal, shall be delivered or completely performed, as the case may be, by the Proponent as soon as possible and in any event within the period set out herein as the guaranteed period of delivery or completion.

### 8.2 Invoicing:

Unless otherwise indicated herein, the prices stated are payable in Canadian Funds at the head office of the Toronto Zoo. HST Registrants shall show Harmonized Sales Tax as a separate item and shall indicate the HST registration number on the invoice. Any other applicable taxes shall be shown as a separate line item.

The Proponent shall clearly show any special charges as separate items on the invoice.

Payments to non-resident Proponents may be subject to withholding taxes under the Income Tax Act (Canada). Unless a non-resident Proponent provides the Toronto Zoo with a letter from Revenue Canada Taxation waiving the withholding requirements, the Toronto Zoo will withhold the taxes it determines are required under the Income Tax Act (Canada). Further information is available at the [CRA website, www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

### 8.3 Right to Cancel:

The Toronto Zoo shall have the right to cancel at any time this Proposal or any contract or any part of any contract resulting from this Proposal in respect of the goods, material, articles, equipment, work or services set out in this Proposal or any such contract or part of such contract, not delivered or performed at the time of such cancellation, and the Toronto Zoo will not be responsible to make any payments in respect of any such goods, materials, articles, equipment, work or services and shall not incur any liability whatsoever in respect thereto.

In the event that the Proponent fails or neglects by any act or omission to comply with any of the conditions set out herein, this Proposal or any contract resulting from this Proposal may be unconditionally cancelled by the Toronto Zoo without notice to the Proponent.

### 8.4 Interest:

The Bidder/Proponent shall not be entitled to any interest upon any bill on account of delay in its approval by the Toronto Zoo.

### 8.5 Official Agreement:

No verbal arrangement or agreement, relating to the goods, material, articles, equipment, work or services, specified or called for under this Proposal, will be considered binding, and every notice advice or other communication pertaining thereto, must be in writing and signed by a duly authorized person.

**8.6 Governing Law**

This RFP and any Proposal submitted in response to it and the process contemplated by this RFP including any ensuing Agreement shall be governed by the laws of the Province of Ontario. Any dispute arising out of this RFP or this RFP process will be determined by a court of competent jurisdiction in the Province of Ontario

**8.7 Guaranty of Proposal:**

All goods, material, articles, equipment, work or services, specified or called for in or under this Proposal, shall be supplied or performed at the price or process and on the basis set forth or referred to in and in accordance with the offer and this Proposal. The basis on which this Proposal is given shall include any specifications, plans, price schedules, samples, addenda or other details pertaining thereto, or provided in connection therewith.

**8.8 Formal Contract:**

The Proponent may be required and shall, if requested by the Toronto Zoo, execute and enter into a formal contract that is satisfactory to the solicitor for the Toronto Zoo, in order to document the contract resulting from this Proposal and to embody indemnity and related provisions that in the opinion of such solicitor are required to protect the Toronto Zoo.

**8.9 Warranty of Product:**

The Proponent warrants any goods, material, articles or equipment, to be supplied under or pursuant to this Proposal, that is or are to be made or used for particular purpose, will be fit and suitable for that purpose.

**8.10 Environmental Commitment – G.I.P.P.E.R.**

G.I.P.P.E.R. Statement of Principle – The Toronto Zoo in 1990-07-23, adopted the following G.I.P.P.E.R. (Governments Incorporating Procurement Policies to Eliminate Refuse Committee) Statement of Principle in order to contribute to waste reduction and to further the development and awareness of Environmentally Sound Purchasing.

“In order to contribute to waste reduction and to increase the development and awareness of Environmentally Sound Purchasing, acquisitions of goods and services will ensure that wherever possible specifications are amended to provide for the expanded use of durable products, reusable products and products (including those used in services) that contain the maximum level of post-consumer waste and/or recyclable content, without significantly affecting the intended use of the products or service. It is recognized that cost analysis is required in order to ensure that the products are made available at competitive prices”

All Proponents are encouraged to be pro-active in assisting the Toronto Zoo in achieving this principle. Alternative goods & services, suggested by the Proponent, addressing the above principle will be considered by the Toronto Zoo, within a reasonable price range.

**8.11 Proposal/Quotation Costs:**

The proponent shall bear all costs and expenses with respect to the preparation and submission of its proposal/quotation costs and the bidder participation in the proposal/quotation/proposal costs process, including, but not limited to: site visits and inspections, all information gathering processes, interviews, preparing responses to questions or requests for clarification from the Toronto Zoo, preparation of questions for the Toronto Zoo, and contract discussions and negotiations.

The Toronto Zoo shall not be responsible for or liable to pay any proposal/quotation costs of any proponent regardless of the conduct or outcome of the proposal/quotation Request, Purchase Order process or Contract process.

#### 8.12 **Addendum**

If the Proponent finds discrepancies in or omissions from these Specifications or if he/she is in doubt as to their meaning, he/she shall notify the Toronto Zoo, who may issue a written addendum. The Toronto Zoo will make oral interpretations of the meaning of these documents and drawings.

If an addendum(s) are issued by the Toronto Zoo during the proposal period, such addendum(s) must be acknowledged by the Proponent in writing in their pricing submission.

#### 8.13 **Toronto Zoo Rights and Options Reserved:**

The Toronto Zoo reserves the right to award the contract to any proponent who will best serve the interest of the Toronto Zoo. The Toronto Zoo reserves the right, in its sole discretion, to exercise the following rights and options with respect to the proposal submission, evaluation and selection process under this RFP:

- a) To reject any or all proposals;
- b) To re-issue this RFP at any time prior to award of work;
- c) To cancel this RFP with or without issuing another RFP;
- d) To supplement, amend, substitute or otherwise modify this RFP at any time prior to the selection of one or more proponents for negotiation;
- e) To accept or reject any or all of the items in any proposal and award the work in whole or in part;
- f) To waive any informality, defect, non-responsiveness and/or deviation from this RFP and its requirements;
- g) To permit or reject at the Toronto Zoo's sole discretion, amendments (including information inadvertently omitted), modifications, alterations and/or corrections of proposals by some or all of the proponents following proposal submission;
- h) To request that some or all of the proponents modify proposals based upon the Toronto Zoo's review and evaluation;
- i) To request additional or clarifying information or more detailed information from any Proponent at any time, before or after proposal submission, including information inadvertently omitted by the proponent.

#### 8.14 **Performance:**

All work to be done under the Contract shall be done to the satisfaction of the Toronto Zoo or their representative authorized to act for them, and the materials and process of preparation and manufacture shall at all times be subject to their examination and inspection and rejection in any stage of the preparation or manufacture.

#### 8.15 **Co-ordination of Work:**

The proponent shall co-ordinate all work with the Toronto Zoo or their representative authorized to act for them, to ensure co-ordination and timely execution of service.

#### 8.16 **Education Institute Status**

The Toronto Zoo is a registered educational institute and accordingly may be eligible for preferred pricing which should be reflected in the Tender as submitted.

**8.17 Charity Status**

The Toronto Zoo is a registered charitable organization (registration #BN 119216398RR0001) and accordingly may be eligible for preferred pricing which should be reflected in the Quotation as submitted.

**9.0 SUBMISSION FORMS**

The undersigned Proponent having reviewed and fully understood the RFP and all terms and requirements of the RFP and all terms and conditions of the RFP and information provided, hereby submits the attached Proposal and supporting materials (“the Proposal”) in accordance.

I/We, hereby, have received, allowed for and included as part of our submission all issued Addendum numbered \_\_\_\_\_.

We acknowledge the receipt of the following Addenda related to this Request for Proposal and have incorporated the information received in preparing this Proposal

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.

By submitting a Proposal the Proponent agrees to all of the terms and conditions of this Request for Proposal.

By signing and submitting this proposal, you are agreeing to the release of your proposal information, as deemed necessary by the Board, in order to conduct business associated with this proposal or project.

<b>COMPANY INFORMATION</b>	
Company Name:	
Name of authorized Signing Officer, print name	Title:
Signature:	Date:
Name and Contact Name (for communication related to this RFP, please) print name	Title:
Address:	
Telephone #:	Fax #:
Email:	Web Site:
HST #:	

**PROPOSAL FORM PRICING**

Proponent Name				
	<b>Estimated Quantity</b>	<b>Unit price/lump sum price</b>		<b>Extended price, excluding HST</b>
Supply Intelligent Keying System cores	1-400			
	400- 750	/ea		
	750 or more	/ea		
Supply Intelligent Keying System for 500 Industrial keys	1-500	/ea		
	500 or more	/ea		
Supply and install Intelligent Keying System Storage Cabinets - minimum 64 spaces per cabinet	8	/lsp		
<b>UNIT RATES</b>				
Additional Intelligent Keying System cores		/ea		
Additional Intelligent Keying System for Industrial keys		/ea		
Intelligent Keying System Storage Cabinet		/ea		
<b>ADDITIONAL PRICE</b>	<b>Per transaction</b>			
Input Existing manual key data collection into new key control software program.				
License cost, if applicable, for software				



**SUBMISSION LABEL**

This address label should be printed and affixed to the front of your sealed tender, quotation and proposal envelope/package submission. Toronto Zoo will not be held responsible for envelopes and packages that are not properly labeled or submitted to an address other than the one listed on this label.

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Proponent Name \_\_\_\_\_

**RFP 16 (2019-05) - SUPPLY INTELLIGENT KEY SYSTEM**

**Closing: Wednesday, 2019-05-29, 12:00 hours (noon) local time**

**TO BE RETURNED TO**

**TORONTO ZOO  
ATTENTION: SUPERVISOR, PURCHASING & SUPPLY  
ADMINISTRATIVE SUPPORT CENTRE  
361A OLD FINCH AVE.  
TORONTO, ONTARIO  
M1B 5K7**

**NOTICE ON NO BID**
**INSTRUCTIONS:**

It is important to the Toronto Zoo to receive a reply from all invited bidders. If you are unable, or do not wish to submit a bid, please complete the following portions of this form. State your reason for not bidding by checking the applicable box(es) or by explaining briefly in the space provided. It is not necessary to return any other Request for Proposal/Quotation/Tender documents or forms. Please just return this completed form by fax or by mail prior to the official closing date. Purchasing and Supply Fax Number: (416) 392-6711.

<b>A Proposal/Quotation/Tender is not submitted for the following reason(s):</b>		
<input type="checkbox"/>	Project/quantity too large.	<input type="checkbox"/> Project/quantity too small.
<input type="checkbox"/>	We do not offer services or commodities to these requirements	<input type="checkbox"/> Cannot meet delivery or completion requirement
<input type="checkbox"/>	We do not offer this service or commodity.	<input type="checkbox"/> Agreements with other company do not permit us to sell directly.
<input type="checkbox"/>	Cannot handle due to present commitments.	<input type="checkbox"/> Licensing restrictions
<input type="checkbox"/>	Unable to bid competitively.	<input type="checkbox"/> We do not wish to bid on this service or commodity in the future.
<input type="checkbox"/>	Insufficient information to prepare quote/proposal/tender	<input type="checkbox"/> Specifications are not sufficiently defined
<input type="checkbox"/>	We are unable to meet bonding or insurance requirements.	

<u>Other reasons or additional comments (please explain):</u>   
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Company Name:	
Address	
Contact Person:	
Signature of Company Representative:	
Date:	
Phone Number:	
Email address	

**APPENDIX A- SPECIFICIATIONS**

<b><u>SPECIFICATIONS – Functional requirements</u></b> <b><u>Intelligent Keying System</u></b> <b><u>User Keys – Industrial</u></b>	<b><u>YES</u></b>	<b><u>NO</u></b>	<b>If NO, provide details on deviations to specifications</b>
Keys can be programmed to complete any one of five different functions:  User: standard function to unlock cylinders  Control: Electronically remove SFIC cores.  Setup: Program lost key list in cylinder  Audit: Upload audit data from cylinder and transfer to database.  Operator with Audit: Unlock cylinders and collect audit from cylinders.			
Extremely durable all metal stainless steel housing			
Keys are water resistant but not waterproof.			
Operating temperature -4F to 122F (-20C-50C)			
Stores a maximum of 16,000 cylinders that can be accessed – this may be a route or cylinder list.			
Stores a maximum of 10,000 audit events. Audit can be configured as F-I-F-O or to disable key when memory is filled to prevent loss of audit trail data. Audit is stored in “non-volatile” memory. Memory is dynamic and is shared with cylinder info so as you increase the cylinder count the audit count will decrease.			
Automatically returns unauthorized attempts from cylinders in the field to be included in the software reporting. Activation period may be set form one day to 365 days including two daylight savings adjustments.			
Start and end time of day and days of week may also be selected per key.			
The key incorporates a lithium-ion polymer (Li-Poly) rechargeable battery using a cylinder lock time of .8			

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seconds)			
Charging temperature range is 32F to 104F (0 to 40C)			
Low battery level indication via LED is reported during cylinder opening and at time of programming.			
Extremely durable, hardened steel key tip.			
Uses three gold-plated, spring loaded, data contacts.			
Keys are laser-etched with 9-digit serial number on top cap.			
Size: 3.1 X 1.25” x.65”			
Weight 2.38 oz			
2-year warranty			
Specify the warranty that will be provided on all products. Include warranty and maintenance/support costs and options.			
<b>Secure Programming &amp; Monitoring Storage Device</b>			
<b>Main Features:</b>			
Key Management			
Programming device to allow convenient reprogramming of keys upon removal			
Full audit of key removal and return			
Charging of Intelligent Keys			
Reduces risk of uncharged keys			
Keys are always ready because they charge while being stored			
Management Software			
Fully networked software allows multiple levels of oversight – Administrator and user license/rights			
User specific rights determine access to: One key			

<b><u>SPECIFICATIONS – Functional requirements</u></b> <b><u>Intelligent Keying System</u></b> <b><u>User Keys – Industrial</u></b>	<b><u>YES</u></b>	<b><u>NO</u></b>	<b>If NO, provide details on deviations to specifications</b>
Multiple keys			
Multiple keys, but only one can be removed			
Durable 16 gauge powder coated metal enclosure			
User key port(s) are illuminated to indicate unlocked keys			
Mechanical key override for security door.			
64 Intelligent Key charging/secure positions			
Card reader access to cabinet			
Battery back-up to ensure key access during power failure			
<b>Available Options:</b>			
-Satellite Barcode/Programming Device			
-Biometric Access to cabinet			
-Clear glass door			
-Network/hosted or stand-alone software options			
-Mechanical fobs+ Security Seals for use with mechanical keys			
<b>Connectivity/Technical Information:</b>			
TCI/IP Network connection –standard			
Cellular Antenna & Modem, service sold separately (Optional)			
110VAC, 60Hz. Plug provided, Hard wiring suggested			
64 position device: 28-1/8”W X 27-1/8 HX8”D; 65lbs			

