

2021-06-01

**REQUEST FOR PROPOSAL
RFP 18 (2021-05)
OCCUPANCY COUNT TECHNOLOGY SOLUTION
ADDENDUM #1**

This addendum shall be incorporated into, and form part of RFP 18 (2021-05) 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 one (1) page.

1. Appendix 1
Delete – **Appendix I**
Add – **Appendix I – REV.**

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 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 1

Appendix I - RFP 18.2021.05 Occupancy Counter

Instructions: If your solution completely meets the identified requirement description, place a Y in the adjoining cell in the **INCLUDED (based functionality)** column. If your solution does not meet the identified requirement description, place a N in the column. If the proposed solution does not satisfy the requirements in full in the "vanilla" version, complete the **COMMENT** column and indicate any solution available or tailoring, customization or other software required along with an indication of additional costs, if any.

LINE #	PRIMARY (MANDATORY) REQUIREMENTS	INCLUDED (base functionality) Y or N	COMMENTS
PART A - SOFTWARE GENERAL REQUIREMENTS			
1	Software is cloud hosted		
2	Compatible with Windows 10		
3	System allows for at least 20 users		
4	System to be backed up on a regular basis. The proponent will ensure that best practices for backup and disaster recovery are used.		
5	System to be updated and enhanced regularly		
6	System to be available at least 99% of the time on average		
7	System must have an API available or other method to enable integration with existing or third-party software systems including the Toronto Zoo's existing financial system (MS Dynamics).		
8	Unlimited storage capacity for Toronto Zoo data.		
9	Provides real-time app measuring, alerting, and sharing occupancy		
10	Multi device suport - Android & iOS apps as well as web interface		
11	Fully automated Customizable guest view dashboards		
12	Customizable occupancy alerting triggers with push alerts to app by count and percentage		
13	Single site and multi site viewing capability (Individual pavilions vs whole site)		
14	Treding and historical analysis		
15	Ability to handle high volume multi directional foot traffic counting		
16	Daily local weather summary and special event details		
17	Import/export capability		
18	Intergration of guest signage to our web pages		
19	Centralized analytics for all locations		
20	Guest views to include occupancy, stop signage, same day forecast and best time to visit.		
21	PROVIDE BRIEF INFORMATION ON WHAT PROVIDER IS BEING USED FOR CLOUD SERVER SERVICE.	N/A	
PART B - TRAINING & SUPPORT			
22	> 99% counting accuracy		

23	Overhead discrete mounting		
24	Internal storage of 8GB or greater		
25	Customizable count zones to adapt virtually to any entrance		
26	Provides true In / Out counting; Counts directionally (IN vs. OUT counts)		
27	Detect or ignore U-Turns		
28	Ability to filter out objects (such as carts) from people counts		
29	Ability to distinguish between Adults & Children		
30	Simple Power-Over-Ethernet (PoE) connection PD-class 0		
31	<8w Power Consumption		
32	Connectivity is Ethernet 1000 Base T, PoE, RJ45 socket		
33	Tamperproof enclosure mounts to the ceiling, in the ceiling (recessed), or from bracket		
34	Data is stored during a power outage		
35	Handles high volume for occupancy management		
36	Secure data transmission via HTTPS, also SOAP/XML, REST, HTTP(S), (S)FTP, digital outputs, and other IP-based services and custom protocols possible		
37	Functionality from 6.5ft up to 25ft; Automatic Detection of Installation height		
38	Outdoor capabilities both sensor and cabling		
	PART C - TRAINING & SUPPORT		
39	Proponent shall provide unlimited training and technical support as part of the maintenance package.		
40	Provide all trained users with access to user manuals, reference cards, etc.		
41	System health monitoring with proactive communications		
42	Capability to provide remote assistance with remote calibration options.		
43	Proponent must offer toll-free phone, e-mail, and live chat support. Support must be available between the hours of 8:00 a.m. and 4:00 p.m., ET (Eastern Time), Monday through Friday, excluding statutory holidays at a minimum.		
	PART D - SYSTEM ADMINISTRATION		
44	System must allow for multiple user types (user, requestor, administrator, etc.)		
45	System must allow users to reset password		
46	A Toronto Zoo IT manager will be able to will administer user access and passwords by configuring, adding, deleting, and modifying user access to the Application.		
47	The software should be available for a minimum of 15 years		