



361A Old Finch Ave.
Toronto, ON M1B 5K7
www.torontozoo.com

Tel: 416-392-5900
Fax: 416-392-5934

2021-05-21

REQUEST FOR PROPOSAL

**RFP 19 (2021-05)
Development of
Toronto Zoo Orangutan Outdoor Immersive Technology Experience**

Toronto Zoo invites you to submit a written proposal to provide professional services of an immersive technology developer to plan, create, and produce the Toronto Zoo Orangutan Outdoor Immersive Technology Experience (free, no cost to purchase) for Toronto Zoo guests that enhances their experience at the new outdoor orangutan habitat.

Due Date: Monday, 2021-06-07 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.

Yours truly,

Alia Lee
Director, Finance & Technology

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1.0 INSTRUCTIONS

- 1.1 Ensure that you have received all twenty-four (24) pages of the RFP package.
- 1.2 Complete ALL FORMS by due date and time received on or before **Monday, 2021-06-07, by 1200 hours (noon) local time** or your Proposal will not be considered. Include signed copies of any addenda with your submission package.
- 1.3 In view of the current situation with COVID-19 and to limit personal interaction, on a temporary basis, submissions for this Request for Proposal can be submitted electronically by email in a PDF file, prior to the submission deadline to the following email address: purchasing@torontozoo.ca and note the following: Subject of the file to be: RFP# - Title of RFP – Vendor name.

Amendments to a Proposal may be submitted via the same methods, at any time prior to the “Closing Time”.

It is the Supplier’s sole responsibility to ensure its Bid is received by the Submission Deadline in accordance with the requirements of this RFP. The receipt of Bids can be delayed due to a number of factors including “internet traffic”, file transfer size, and transmission speed. The Supplier should allow sufficient time to download, complete and upload, as applicable, the submission forms comprising its Bid and any attachments.

A Bid will only be considered to be submitted once it has been received by the Toronto Zoo. The time of such receipt is reflected by the time received stamped by the Toronto Zoo’s email application.

- 1.4 If the Toronto Zoo determines that an amendment is required to this RFQ, the Toronto Zoo representative will issue by email or post a written addendum on the Toronto Zoo website that will form part of this RFQ. No amendment of any kind to the RFQ 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 Unless otherwise indicated herein, the prices stated are payable in Canadian Funds.
- 1.6 Show itemized cost of HST if applicable.
- 1.7 Prices shall remain in effect for a period of ninety (90) days from the Proposal due date.
- 1.8 For any questions concerning the contract terms and conditions of this RFP, please contact:

Peter Vasilopoulos
Supervisor, Purchasing & Supply
Tel: 416-392-5916
Fax: 416-392-6711
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**” means the Board of Management of the Toronto Zoo;
 - 2.1.2 “**Backup and Recovery Capabilities**” mean the various strategies and procedures involved in protecting your database against data loss and reconstructing the database after any kind of data loss;
 - 2.1.3 “**CEO**” means the Chief Executive Officer of the Toronto Zoo;
 - 2.1.4 “**Consultant**” means the person, partnership or corporation contracting with the Board to provide the required Services;
 - 2.1.5 “**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;
 - 2.1.6 “**Contract Price**” means the price payable under the contract to the Consultant, being the Proposal Price eventually accepted by the Board of Management of the Toronto Zoo, subject to any changes pursuant to the Contract Requirements;
 - 2.1.7 “**Data Breach**” means the intentional or unintentional release of secure or private/confidential information to an untrusted environment;
 - 2.1.8 “**PII**” means Personally Identifiable Information and as used in information security and privacy laws, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context;
 - 2.1.9 “**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;
 - 2.1.10 “**Proponent**” means an individual or company that submits or intends to submit, a proposal in response to this Request for Proposal;
 - 2.1.11 “**Proposal Price**”, “**Contract**” and “**Contract Documents**” have the meanings set out therefore in clauses contained in these documents;
 - 2.1.12 “**Request for Proposal (RFP)**” means the RFP document in its entirety, inclusive of any addenda that may be issued by the Toronto Zoo;
 - 2.1.13 “**Services**” or “**Work**” means everything that is necessary including the labor and effort necessary to fulfill the duties, commitments, obligations, and responsibilities of Successful Proponent as set out in the Purchase Order or Agreement Services may include, without limitation, providing ideas, concepts, recommendations, interpretations, procedures, practices, processes, training, advice, knowledge, skill, talent, expertise and other such intangibles;

2.1.14 "**Successful Proponent**" means the Preferred Proponent with whom the Board intends to negotiate an awarded Agreement.

3.0 BACKGROUND AND SCOPE OF WORK

Background

The Toronto Zoo is currently building a new outdoor habitat for the orangutans in our care. This area will greatly enrich the lives of the orangutans, offer opportunities for observational research, connect guests to the issues facing orangutans in the wild, and encourage guests to take action to fight extinction.

Our goal is to create an immersive and interactive high-tech experience which would “wow” and engage guests while they are onsite visiting the outdoor habitat, and also at home. By engaging our guests in a fun and educational way, we hope to inspire them to care for orangutans and to take steps to protect the rainforest and its inhabitants.

“In the end we will conserve only what we care for;
we will care for only what we connect to;
we will connect to only what we experience.”
Sarah Thomas (2010)

The rainforests of Indonesia are home to more than 3,000 species of animals and 29,000 species of plants. Despite their high ecological and scientific importance, rainforests are under extreme threat, largely because they are being razed to make room for palm oil plantations.

The orangutans are well-loved members of the Indo-Malaya pavilion at the Toronto Zoo. We want to build upon this existing goodwill and lead people to understand that orangutans in the wild need our help. Orangutans are custom-built for life in the rainforest and cannot survive anywhere else in the wild.

Orangutans are listed as Critically Endangered by the IUCN. They are considered an “umbrella species” – a species which has been strategically selected for conservation focus because its protection ensures the protection of many other species sharing the same habitat. Essentially, orangutans are guardians of the rainforest and we have built the interpretive theme of the outdoor habitat around this idea:

Life in the rainforest is a balancing act and orangutans are pivotal in keeping that fragile balance.

Subthemes include the following:

1. An orangutan’s intelligence supports its survival in its rainforest home.
2. I feel connected with orangutans, especially the species ambassadors that call the Toronto Zoo home.
3. Orangutans rely on the rainforest and play an active role in shaping it to benefit other rainforest inhabitants.
4. Habitat conservation is important to the success of orangutans in the wild.
5. Now that you’ve made a connection with Toronto Zoo’s orangutans, you can make a difference in conserving their rainforest home.

We have crafted a story which incorporates the theme and subthemes to guide the development of the orangutan outdoor habitat interpretive materials:

Welcome to the rainforest of Indonesia. From the forest floor to the canopy in the trees high above, this rainforest is full of life and activity. The balancing act that is survival in this lush and complex place is tied closely to one of its most charismatic and intelligent inhabitants: the

orangutan. Even though it is half the world away, you are closely connected to this rainforest too.

Orangutans, gentle, solitary, and smart, are a central character in the fragile balance of life in the rainforest neighbourhood. Memory, learning, problem solving, and tool-making are all survival advantages that orangutans use every day. Like people, orangutans have culture, traditions, and memory. They teach, learn, and solve problems. They can even lie. The more we learn about orangutan intelligence, the more they astound us. We see more than a bit of ourselves in orangutans.

Orangutans are community leaders; their actions have a big impact on everyone in the neighbourhood. They are farmers and engineers rolled into one. They plant seeds, prune trees, and use the materials in their habitat to help them survive. In doing so, they make a positive impact on the survival of countless other rainforest animals and plants.

Orangutans are made for life in the trees. Trees are a highway, protect them from predators, and provide them with food, shelter, and materials. The lives of countless plants and animals in the rainforest neighbourhood depend on the life of the orangutan. But their neighbourhood is under threat. The choices we make here can help them there. Saving and protecting orangutans will save and protect countless other species, including people.

The Toronto Zoo Orangutan Outdoor Immersive Technology Experience would support the following Toronto Zoo Strategic Goals:

- 1) SAVE WILDLIFE
 - a. By featuring unique content through new digital channels to broad “non-science” audiences
 - b. Model best practices in sustainability, drive innovation and manage our operations and resources wisely
- 2) CREATE WOW
 - a. Use technology to add value and extend post-visit experience such as “at home” activities, webcams
- 3) REVOLUTIONIZE ZOO TECHNOLOGY
 - a. Transform how we engage our guests with leading edge technology to make connections between people and animals

We envision an immersive, interactive, participatory, customizable experience with two primary components:

1. Onsite: Guests of all ages would experience this immersive technology at the Zoo's orangutan habitat. It should not only enrich their experience and learning, but it will help them envision the Zoo as a tech-savvy organization and have them walk away feeling impressed. Through this virtual experience we will encourage people to learn about and care for orangutans and adopt pro-environmental behaviours that help fight extinction.

2. At Home: Following their visit to the Zoo, guests could be directed towards ways to extend their post-visit experience; for example, they could connect with the orangutans in their Zoo habitat via live-stream cameras, access additional educational content, receive reminders to adopt pro-environment behaviours and “rewards” such as badges for their participation.

Onsite Component

The orangutan outdoor habitat has defined start and end points. We would like the experience to tell a compelling story from the moment the guests enter the area, to when they reach the end.

We have attached a map of the outdoor habitat, as well as a table which details each area and provides some ideas we have regarding the experience.

Our goal is to create an immersive and interactive high-tech experience that is flexible and provides different experiences for different users (e.g. adults vs. families with children; people who are aware and motivated to take conservation action vs. guests who are new to the topic).

We are also updating the indoor orangutan habitat and would like some of the elements to be transferable to the Indo-Malaya pavilion (indoor space) for the winter months.

At Home Component

Following their visit to the Zoo, guests could use a feature, such as an app or program that could connect to the Toronto Zoo app, to extend their post-visit experience, by engaging in activities such as:

- Connecting with the orangutans in their Zoo habitat via live-stream cameras
- Playing games such as the personality quiz, “Which Toronto Zoo orangutan are you?”
- Learning more about the individual orangutans that live at the Zoo
- Exploring the orangutan family tree to learn where relatives of Toronto Zoo orangutans live, and which individuals have been released into the wild
- Receiving reminders and earning badges for engaging in conservation actions such as downloading our orangutan-friendly shipping guide, purchasing products made with sustainable palm oil, or using Forest Stewardship Council (FSC) wood for building projects

Table - Orangutan Outdoor Habitat Nodes, Interpretive Elements, and Virtual Experience Ideas

Notes:

1. Our team has brainstormed a variety of ideas for a virtual experience. We recognize that the final product would not contain this many elements. We hope your team will be able to build upon/add to the ideas and create an outstanding experience for our guests.
2. Ideas with an asterisk (*) are items we think could be available in the indoor orangutan habitat in the winter months.

Node	Subtheme & Topics	Virtual Experience Ideas
<p>A: Plaza – entry experience (laser-cut rainforest backdrop)</p>	<p>Immersive entry</p> <p>Life in the rainforest is a balancing act and orangutans are pivotal in keeping that fragile balance</p>	<p>Swinging orangutan at exit doors of the Indo-Malaya pavilion to draw guests outside*</p> <p>Immersive sound of rustling of leaves in the trees/eyes peering</p> <p>Make people feel empowered. Welcome guests and recognize them as “guardians of the rainforest” because, simply by visiting the Zoo, they have taken the first step in supporting rainforest conservation. Bring the laser-cut rainforest backdrop to life* (bring indoor mural to life)</p>

		<p>Tap to donate to the Toronto Zoo Wildlife Conservancy to support initiatives like the Sumatran Ranger Project or to plant a tree*</p> <p>Map of Borneo or Sumatra showing what it looks like in real-time (zoom in and see forest being cut away/oil palm plantations)</p>
B1: Research Station	Describe the research we do here and why. Highlight orangutan intelligence and how research benefits orangutans here, at other zoos, in the wild.	People could play some of the tech games that orangutans play*
B2: Viewing Shelter One	<p>Orangutans need to be smart to survive (link their intelligence to methods of survival in the rainforest)</p> <p>Design of habitat (e.g. aerial line, opportunity to view multiple of these solitary apes together (animal choice/control)</p>	<p>Virtual version of O-line – shows video of orangutans up on the platform or displays a virtual orangutan</p> <p>Viewpoint of orangutan looking down from their platform (people could see what they see)</p> <p>O-line poles morph into rainforest trees* (indoor climbing structure could morph into a rainforest tree)</p>
C: Training Wall	Demos reinforce the sub-themes of intelligence and promoting a connection between guests and orangutans	Videos of training sessions*
D: Open Moat View	<p>Personality quiz located here</p> <p>Toronto Zoo orangutan bios and family tree</p>	At-home personality quiz, orangutan bios, and family tree*
E: Viewing Shelter Two	<p>Animated video (captions/speech bubbles) of orangutans being gardeners of the rainforest. As they forage for food and use leaves as tools and shelter, they plant seeds, open up the canopy to allow light in, etc.</p> <p>Splash Zone for orangutan-operated sprayer</p> <p>Vending machine (WildThink) inside the orangutan habitat where orangutans collect tokens to get extra treats</p>	<p>People at home could view guests onsite being sprayed by the orangutans</p> <p>Guests could donate an extra token to the orangutan to collect treats from the orang vending machine* (assuming vending machine is moved indoors over the winter)</p>

<p>Play Area</p>	<p>Be an orangutan and move through the rainforest to find food and shelter</p> <p>Authentic-looking termite nest attached to one of the trees in the climbing structure with cut out to see termites inside</p> <p>Climbing elements that either mimic the natural elements of a rainforest habitat (e.g. faux trees with ropes) or depict the types of features in the orangutan habitat (e.g. mini aerial line).</p>	<p>Projection of inside a live termite nest</p> <p>Virtual brachiation (showing orangutans moving on the play structure e.g., brachiating)</p> <p>Guests' hands and/or feet look like an orangutan's</p> <p>Guests become the orangutan swinging through the forest</p> <p>Record child swinging in play area and the image saves so the child looks like an orangutan. Turn into a 20-sec clip and post on social media (#IwentwildatTorontoZoo)</p>
<p>F: Treehouse</p>	<p>Life in the trees – depends on the trees as a home. Food, water, shelter, materials for survival, transportation (trees as a highway), protection from predators. Focus on nest building</p> <p>Replica nest (not an interactive/ touchable item)</p>	<p>See the habitat from the point of view of an orangutan sitting in a nest. Environment could change (e.g. pristine rainforest vs. logged/damaged rainforest)</p>
<p>A: Plaza – exit experience</p>	<p>Incorporate a “call to action” where guests can learn how they can help save orangutans</p> <p>Because there are so many different names for palm oil, it is hard to know if a product contains it</p> <p>“Hero” board highlighting companies with sustainable palm oil actions and products</p>	<p>Tap to donate to the Toronto Zoo Wildlife Conservancy to support initiatives like the Sumatran Ranger Project or to plant a tree*</p> <p>Orangutan holding the globe or hand of the guest – we are also guardians of the rainforest and have a role to play*</p> <p>Map of Borneo or Sumatra showing what it really looks like; be able to zoom in and see the damaged rainforest and oil palm plantations (e.g., viewpoint of a drone)*</p> <p>“Got Palm Oil?” game: guests can read the ingredient list of popular products and try to guess if they contain palm oil. Difficult and eye-opening because there are approx. 200 names for palm oil and its derivatives.*</p> <p>See who is the “hero of the month” from home*</p>



Current Wi-Fi and Network

The Toronto Zoo expects to have Wi-Fi throughout the Zoo by the third quarter of 2021.

SCOPE OF WORK AND FUNCTIONALITY

Toronto Zoo invites you to submit a written proposal to provide professional services of an interactive technology developer to plan, create, and produce the Toronto Zoo Orangutan Outdoor Immersive Technology Experience, which would be available to users for free.

The following features are a minimum requirement of the Toronto Zoo Orangutan Outdoor Immersive Technology Experience:

- a) Adherence to Toronto Zoo logo and brand guidelines will need to be included in final product approval/delivery.
- b) Users would create an account, with an email and password or they can choose to login through Facebook or other similar credentials.
- c) All data will be kept on the Toronto Zoo’s Azure Cloud servers.
- d) All data is property of the Toronto Zoo.
- e) Ongoing support for the first year must be included with regards to bug fixes and OS updates. The amount of ongoing functional support and technical maintenance that will be required should be specified by the service provider.

Proposals are required to include a clear explanation of how these features will be incorporated into a comprehensive, straightforward, and engaging user experience.

The project is funded by the Toronto Zoo.

International Orangutan Day takes place annually on August 19th. The Toronto Zoo hosts an Orangutan Awareness Day on the weekend closest to this date and we would like to unveil the experience at that time.

4.0 SCHEDULE OF EVENTS

The following is a tentative schedule for the Legal Services process:

Pre-Award	
Release of RFP	2021-05-21
Proponents’ Question Deadline	2021-05-31
Submission Due	2021-06-07
Notification of Award by the Toronto Zoo	2021-06-14
Post-Award	
Onsite Testing	2021-08-04 to 2021-08-06
Updating & Finalizing of App	2021-08-09 to 2021-08-20
Project Completed & App Live Onsite	2021-08-21

The RFP process and project will be governed according to the above schedule or other schedule provided by the Consultant and approved by the CEO. 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.

5.0 PROPOSAL SUBMISSION CONTENT

The following page format and sequence should be followed to provide consistency in the Proponent response and ensure each Proposal receives full consideration.

- 5.1 Title page, showing Request for Proposal number, Proponent's name, telephone number, authorized signature and contact name.
- 5.2 The page letter of introduction, signed by the person or persons authorized to sign on behalf of and bind the Proponent to the statements made on the Proposal.
- 5.3 Table of Contents.
- 5.4 Duly executed Proposal Form
- 5.5 **Solution Overview**
 - a) Provide a summary/description of the product being built
 - b) Who will be involved in the project? Please provide a short description of the team including product management, project management, and development tools which will be used.
 - c) Please provide a short summary of the key features.
 - d) What platforms will the solution be developed for? What systems are being built?
 - e) References: at least three (3) references where the product has been implemented/developed and has been in production for 12 months or more.
- 5.6 **Project Scope**

Provide a detailed scope of the project, which includes specific feature and functionality items that will be integrated into the solution.
- 5.7 **Project Timeline**

Provide a detailed project timeline including estimated start and completion dates, schedule of activities, deliverables, and resources to be used.
- 5.8 **Pricing Model**

Provide an estimated price based on your project scope. Please include a fee breakdown in relation to time and scope.
- 5.9 **Maintenance / Support Plan**

Provide a summary of the types of service level support plans that are offered and breakdown of services and costs.

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 Agreement 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 two steps to the pre-defined evaluation process:
 - Step 1 – Initial Review of Responses
 - Step 2 – Evaluation of Submitted Proposals
 - Step 3 – Evaluation of Presentations (if required)

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

6.6.01 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:

Evaluation Criteria	Points
Depth and breadth of the Project team’s relevant qualifications and experience with similar scale and type of projects especially as it pertains to virtual technology development and experience of the firm	20
Availability of team members during entire Project	5
Commitment to complete work according to schedule of events within the RFP	20
Understanding of Project scope of work and details on the general approach	15
Methodology that proponent would take in performing the services outlined within the RFP that highlights originality and creativity	15
References and interactive technology development experience	15
Fee Proposal	10

The Toronto Zoo will rate proposals based on various factors including responsiveness to the requirements laid out in this RFP, cost and technical expertise of bidder and staff members, with relevant past experience and ability to complete the project within the required timeframe being a key element.

6.6.02 The Zoo may, at its discretion, eliminate a Proposal from further consideration if it deems the overall cost to be prohibitive.

6.7 Step 3 – Evaluation of Presentations (if required)

6.7.01 Proponent(s) shall provide presentations virtually in support of their Proposals or to demonstrate or otherwise expand on the information contained therein.

6.7.02 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 The final score is then calculated as illustrated in the following table:

Evaluation	Score
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)
Total maximum score excluding Presentation	100
Total maximum score including Presentation	150

6.9 By responding to this Proposal, the Proponent agrees to accept the recommendation of the Evaluation Team as final.

6.10 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, which shall include the terms and conditions of this Request for Proposal.

7.2 Negotiations and Agreement

- a. The successful Proponent shall be retained through the issuance of a Purchase Order and a formal agreement in a form prescribed by the Toronto Zoo, which shall include the terms and conditions of this Request for Proposal. Please note the agreement will be between the Toronto Zoo and the successful proponent.
- b. 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.
- c. 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.
- d. 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.
- e. 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, abort the RFP process and not enter into any Agreement with any of the Proponents or obtain the Services in some other manner.

7.3 Insurance:

7.3.01 The Consultant shall effect, maintain and keep in force, at its sole cost and expense and satisfactory to the CEO as to form and substance the insurance described below:

7.3.02 The Consultant shall be required to arrange, pay for and maintain in force at all times at the Consultant's expense such comprehensive policies of insurance as applicable to persons undertaking the Work, including liability and professional liability (errors and omissions) coverage which are to be written in amounts, with deductible limits and terms that shall be subject to the approval of the CEO at all times.

The Consultant shall provide certified copies of such insurance or a certificate(s) of insurance as determined by, and upon request of the Toronto Zoo. Without limiting the generality of the foregoing, the comprehensive general liability policy coverage required under the Contract will be Two Million (\$2,000,000) Dollars minimum and the policy shall name the Board of Management Toronto Zoo, the Toronto Zoo Wildlife Conservancy, Toronto and Region Conservation Authority and the City of Toronto as insured as if a separate policy had been issued to each and shall include a cross/liability-severability of interest clause.

All insurance policies shall be endorsed to provide a minimum advance written notice of not less than thirty (30) days, in the event of cancellation, termination or reduction in coverage or limits, such notice to be made to the CEO.

All policies of insurance required to be taken out by the Successful Proponent shall be placed with insurers licensed to conduct business in the Province of Ontario and shall be subject to the approval of the CEO, acting reasonably.

The Successful Proponent shall deliver to the Board evidence of the insurance required prior to the commencement of the agreement, in form and detail satisfactory to the CEO acting reasonably.

All insurance policies shall be endorsed to provide a minimum advance written notice of not less than thirty (30) days, in the event of cancellation, termination or reduction in coverage or limits, such notice to be made to the CEO.

The provisions of this section shall no way limit the requirements and obligations imposed on the successful firm elsewhere in the Contract, nor relieve the Successful Proponent from compliance therewith and fulfillment thereof.

The parties agree that insurance policies may be subject to deductible amounts, which deductible amounts shall be borne by the Contract.

8.0 Terms and Conditions**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.

2. Country of Origin

Whenever possible, the goods, materials, articles, or equipment specified or called for in or under this Proposal, shall be of Canadian origin and manufacture.

3. Invoicing

Unless otherwise indicated herein, the prices stated are payable in Canadian Funds at the head office of the Toronto Zoo. Provincial Sales Tax and Harmonized Sales Tax/Goods and Services Tax where applicable shall each be shown as a separate item. The Proponent's HST/GST registration number must be indicated on the invoice.

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)

4. 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.

Toronto Zoo may terminate any commitment or agreement and any applicable Purchase Orders or other related contracts for convenience upon thirty (30) days written notice to the Vendor. Convenience includes, but is not limited to change in budget, change in need, change in policy, availability of resources, or environmental consideration. Vendor will be paid for any Deliverables which are properly performed or delivered prior to the termination date. On or before the termination date, Vendor will return any and all property owned by Toronto Zoo, including completed and in progress Deliverables, in whatever form or medium, to Toronto Zoo at no additional cost to Toronto Zoo beyond the contract price.

In case of termination for convenience by Toronto Zoo of all or any part of this Agreement, the Vendor may submit a claim to Toronto Zoo within 60 days after the effective date of termination for fees owing for Services provided prior to the effective date of such termination. In no event shall Toronto Zoo be obligated to pay the Vendor any amount other than those set by this Agreement for Services provided prior to the date of such termination. The provisions of this article shall not limit or affect the right of Toronto Zoo to cancel this Agreement for default.

5. 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.

6. Insurance Requirements (at the discretion of the Toronto Zoo)

1. The Consultant shall effect, maintain and keep in force, at its sole cost and expense and satisfactory to the CEO as to form and substance the insurance described below:
2. The Consultant shall be required to arrange, pay for and maintain in force at all times at the Consultant's expense such comprehensive policies of insurance as applicable to persons undertaking the Work, including liability and professional liability (errors and omissions) coverage which are to be written in amounts, with deductible limits and terms that shall be subject to the approval of the Toronto Zoo at all times.

The Consultant shall provide certified copies of such insurance or a certificate(s) of insurance as determined by, and upon request of, the Toronto Zoo. Without limiting the generality of the foregoing, the comprehensive general liability policy coverage required under the Contract will be Two Million (\$2,000,000) Dollars minimum and the policy shall name the Toronto Zoo, the Toronto Zoo Wildlife Conservancy and the City of Toronto as insured as if a separate policy had been issued to each and shall include a cross/liability-severability of interest clause. Standard automobile liability insurance for all owned vehicles with limits of not less than Two Million Dollars (\$2,000,000.00) per occurrence.

The Proponent shall, as applicable, conform to and enforce strict compliance with the Occupational Health and Safety Act and for purposes of the Act be designated as the "constructor" for the Service.

The Proponent must adhere to all relevant Zoo policies, including, but not limited to, the Contractor Safety Policy, Working in the Vicinity of Animal Containments Policy and the Vehicles on Site Policy, copies of which the Chief Operating Officer, Toronto Zoo, shall supply to the Preferred Proponent.

7. Liability and Indemnity

The Consultant will from time to time at all times hereafter well and truly save, defend and keep harmless and fully indemnify the Board, the Toronto Zoo Wildlife Conservancy, the City of Toronto, and the Toronto and Region Conservation Authority and each of their officers, employees and agents (hereinafter called the "Toronto Indemnities") of, from and against all manner of action, suits, claims, executions and demands which may be brought against or made upon the Toronto Indemnities or any of them and of, from and against all loss, costs, charges, damages, liens and expenses which may be sustained, incurred or paid by the Toronto Indemnities, their officers, employees and agents or any of them by reason of or on account of or in consequence of the execution of this agreement or provision of the business or any other work or matter to be carried out or performed by the Proponent with respect to the Request for Proposal or any agreement that may result from the request for proposal process, and/or the non-execution or imperfect or improper execution thereof and will pay to the Toronto Indemnities on demand any loss, costs, damages and expenses which may be sustained, incurred or paid by the Toronto Indemnities or any of them in consequence of any such action, suit, claim, lien, execution or demand and any monies paid or payable by the Toronto Indemnities or any of them in settlement or discharge on account thereof.

The Consultant shall be responsible for any and all damages, or claims for damages for injuries or accidents done or caused by his or her employees, or resulting from the prosecution of the Work, or any of their operations, or caused by reason of the existence of location or condition of the works, or of any materials, plant or machinery used thereon or therein, or which may happen by reason thereof, or arising from any failure, neglect or omission on their part, or on the part of any of their employees to do or perform any or all of the several acts or things required to be done by him or them under and by these General Conditions, and covenants and agrees to hold the Board, the Toronto Zoo Wildlife

Conservancy, the Toronto and Region Conservation Authority and the City of Toronto, their officers, agents, employees, Consultants and invitees harmless and indemnified for all such damages and claims for damage; and in case of the Consultant's failure, neglect or omission to observe and perform faithfully and strictly, all the provisions of the Work, the CEO may, either with or without notice (except where in these Contract Requirements, notice is specially provided for, and then upon giving the notice therein provided for), take such steps, procure such material, plant trucks and men, and do such work or things as he/she may deem advisable toward carrying out and enforcing the same and any such action by the CEO as he is herein empowered to take, shall not in any way relieve the Consultant or his/her surety from any liability under the Contract.

8. Ownership and Confidentiality of Board-Provided Data

All correspondence, documentation and information provided by the Toronto Zoo staff to any bidder or prospective Bidder in connection with, or arising out of this RFP, the services or acceptance of the RFP:

1. is and shall remain the property of the Board;
2. must be treated by Proponents and Prospective Proponents as confidential;
3. must not be used for any purpose other than for replying to this RFP, and for fulfillment of any related subsequent agreement.

9. Ownership and Disclosure of Proposal Documentation

The documentation composing any Proposal submitted in response to this RFP, along with all correspondence, documentation and information provided to the Toronto Zoo by any Bidder in connection with, or arising of this RFP, once received by the Toronto Zoo:

1. Shall become property of the Toronto Zoo and may be appended to purchase order issued to the successful Bidder;
2. Shall be come subject to the Municipal *Freedom of Information and Protection of Privacy Act* ("MFIPPA") and may be released pursuant to that Act

Because of *MFIPPA*, prospective Bidders are advised to identify in their Proposal material any scientific, technical, commercial, proprietary or similar confidential information, the disclosure of which could cause them injury.

Each Bidder's name shall be made public. Proposals will be made available to member of the Board on a confidential basis and may be released to members of the public pursuant to *MFIPPA*.

10. Conflict of Interest Statement

In its Proposal, the Proponent must disclose to the Toronto Zoo any potential conflict of interest that might comprise the performance of the Work. If such a conflict of interest does exist, the Toronto Zoo may, at its discretion, refuse to consider the Proposal.

The Proponent must also disclose whether it is aware of any Toronto Zoo employee, member of board, agency or commission or employee thereof having a financial interest in the Proponent and the nature of that interest. If such an interest exists or arises during the evaluation process or the negotiation of the Agreement, the Toronto Zoo may, at its discretion, refuse to consider the Proposal or withhold the awarding of any agreement to the Proponent until the matter is resolved to the Toronto Zoo's sole satisfaction.

Proponents are cautioned that the acceptance of their Proposal may preclude them from participating as a Proponent in subsequent projects where a conflict of interest may arise. The Consultant(s) for this project may participate in subsequent/other Toronto Zoo projects provided the Consultant(s) has (have) satisfied pre-qualification requirement of the Toronto Zoo, if any and in the opinion of the Toronto Zoo, no conflict of interest would adversely affect the performance and successful completion of an Agreement by the Consultant(s).

If, during the Proposal evaluation process or the negotiation of the Agreement, the Proponent is retained by another client giving rise to potential conflict of interest, then the Proponent will so inform the Toronto Zoo. If the Toronto Zoo requests, then the Proponent will refuse the new assignment or will take steps as are necessary to remove the conflict of interest concerned.

11. 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.

12. Award

The Preferred Proponent will receive confirmation through a Purchase Order or 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.

13. 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.

14. Proposal/Quotation Costs

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

15. Copyright

The final product, video and related materials is to be for the exclusive use of the Toronto Zoo. The Toronto Zoo shall be the only and sole owner of the product, video and related materials for the sole and unfettered use by the Toronto Zoo. Upon payment of the of the said product, video and related materials by the Toronto Zoo, the successful bidder shall have no hold, proprietary claim, ownership, use of any kind, intellectual or otherwise nor shall there be any restrictions place on the final product, video and related products by the successful bidder. By submitting a Proposal in this response to this RFP, the Bidder shall thereby acknowledges and agrees that the Toronto Zoo has exclusive ownership and sole and unfettered use of this final product, video and related products.

16. 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.

17. 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:

1. To reject any or all proposals;
2. To re-issue this RFP at any time prior to award of work;
3. To cancel this RFP with or without issuing another RFP;
4. To supplement, amend, substitute or otherwise modify this RFP at any time prior to the selection of one or more proponents for negotiation;
5. To accept or reject any or all of the items in any proposal and award the work in whole or in part;
6. To waive any informality, defect, non-responsiveness and/or deviation from this RFP and its requirements;
7. 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;
8. To request that some or all of the proponents modify proposals based upon the Toronto Zoo's review and evaluation;
9. 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.

18. No Collusion

A proponent shall not discuss or communicate, directly or indirectly, with any other Proponent or their agent or representative about the preparation of the Proposals. Each proponent shall attest by virtue of signing the Proposal Submission Form that its participation in the RFP process is conducted without any collusion or fraud. If the Toronto Zoo discovers there has been a breach of this requirement at any time, the Toronto Zoo reserves the right to disqualify the Proposal or terminate any ensuing Agreement.

19. 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.

20. 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.

21. 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 Bid as submitted

22. 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 Bid as submitted.

23. 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.

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 _____.

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.

COMPANY INFORMATION	
Company Name:	
Name of authorized Signing Officer	Title:
Signature:	Date:
Contact Name:	Title:
Address:	
Telephone #:	Fax #:
Email:	Web Site:
HST #:	

DISCOUNT	Discount	Days
Discount allowed for prompt payment and period within which invoice must be paid to qualify.	%	

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 email to purchasing@torontozoo.ca or by fax to (416) 392-6711 prior to the official closing date

A Proposal/Quotation/Tender is not submitted for the following reason(s):	
<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>

Company Name:	
Address	
Contact Person:	
Signature of Company Representative:	
Date:	
Phone Number:	
Email address	
Fax Number:	

APPENDIX A – ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

The Toronto Zoo supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and is committed to providing equal treatment and equitable benefits of Toronto Zoo services, programs and facilities in a manner that respects the dignity and independence of people with disabilities.

Accessibility for Ontarians with Disabilities Act (AODA) Requirements: "Pursuant to Section 6 of Ontario Regulation 429/07 ("Regulation"), Accessibility Standards for Customer Service made under the Accessibility for Ontarians with Disabilities Act, 2005, the contractor, i.e. successful bidder/proponent, shall ensure that all of its employees, agents, volunteers, or others for whom it is at law responsible, receive training about the provision of the goods and services contemplated herein to persons with disabilities. Such training shall be provided in accordance with Section 6 of the Regulation and shall include, without limitation, a review of the purposes of the Act and the requirements of the Regulation, as well as instruction regarding all matters set out in Section 6 of the Regulation. This training will take approximately twenty minutes and is available on-line at <http://www.mcsc.gov.on.ca/mcsc/serve-ability/splash.html>

The contractor, i.e. successful bidder/ proponent where requested by the Toronto Zoo shall provide written proof that all employees, agents, volunteers, or others for whom it is at law responsible have been trained as required under the act as well as any documentation regarding training policies, practices and procedures."