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Chair
Councillor Paul Ainslie

Interim Chief Executive Officer
Robin D. Hale

2018-04-25

**REQUEST FOR PROPOSAL
RFP 21 (2018-04)
PARKING MANAGEMENT SYSTEM**

The Toronto Zoo is inviting an experienced and qualified service provider(s) to submit a written proposal to modify/upgrade or replace the existing parking operation equipment and software and provide regular maintenance and technical support to ensure the system is fully operational at all times. All proponents are expected to review the content of the RFP carefully to ensure all costs, resources and services are included to deliver the proposed project.

The Proposal package includes Instructions, Background, Project Description, Proposal requirements, and Forms. Quoted prices shall remain in effect for a period of ninety (90) days from the Proposal due date.

Site Meeting: A site meeting will be held on **Tuesday, 2018-05-01, 1000 hours (10:00 a.m.)** meeting at the Toronto Zoo, Guest Services, (front entrance) 361A Old Finch Ave., Toronto, Ontario.

Due Date: 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 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:

Date: Wednesday, 2018-05-23 Time: 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 an action to be in its interests.

For any questions concerning the contract terms and conditions of this RFP, please contact, Peter Vasilopoulos, Supervisor, Purchasing & Supply, at 416-392-5916, pvasilopoulos@torontozoo.ca. Deadline for written questions is **Friday 2018-05-04 at 1200 hours (noon) local time**.

Yours truly,

Paul Whittam
Interim Director, Administrative Services

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INSTRUCTIONS

1. Review and complete the RFP requirements and enclosed FORMS and return by due date and time, **Wednesday, 2018-05-23, 1200 hours (noon) local time**
2. Proposals must not be submitted by facsimile or email.
3. The person(s) authorized to sign on behalf of the Proponent and to bind the Proponent to statements made in response to this Request for Proposal must sign the proposal.
4. Provide four (4) copies of your proposal, one (1) unbound original signed and three (3) copies of the original proposal in a sealed package or envelope. The package containing the Proposal must be labelled with the submission label provided within.
5. All copies of all pages of the Proposal should be printed in duplex (i.e. on both sides of the pages) where possible and 11 point font.
6. All proposals will be irrevocable for a period of ninety (90) days from the date of the proposal deadline.
7. Pricing should be in Canadian dollars.
8. Quote discounts or quantity price breaks separately on FORMS.
9. Provide references of at least three (3) clients for whom your company has performed similar work. References must include client company name, contact name, address and e-mail address

Toronto Zoo, in its sole discretion, may confirm the Proponent's experience and or ability described in its Proposal by checking the Proponent's references. The provision of the references by the Proponent is deemed to be consent to such confirmation/contact with the references.

Toronto Zoo reserves the right to revisit the Proponent's scores in the rated requirements based on information learned during reference checks, should they reveal that there is inconsistency between the Proponent's answers to the rated requirements and the results of the reference checks.

10. For any questions concerning the contract terms and conditions of this RFP, please contact, Peter Vasilopoulos, Supervisor, Purchasing & Supply, at 416-392-5916, pvasilopoulos@torontozoo.ca.

Deadline for written questions is **Friday, 2018-05-04** at 1200 hours (noon) local time.

1.0 DEFINITIONS

1.1 The following definitions will apply to this Request for Proposal and to any subsequent Contract:

1.1.1 **Board” or “Toronto Zoo”** means the Board of Management of the Toronto Zoo;

1.1.2 **“CEO”** means the Chief Executive Officer of the Toronto Zoo;

1.1.3 **“COO”** means the Chief Operating Officer or designate of the Toronto Zoo;

1.1.4 **“Contractor”** means the person, partnership or corporation contracting with the Board to provide the required Services;

1.1.5 **“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;

1.1.6 **“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;

1.1.7 **“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;

1.1.8 **"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;

1.1.9 **“Project Co-ordinator”** is the person designated by the Board to manage the project for the Toronto Zoo;

1.1.10 **“Proponent”** means an individual or company that submits or intends to submit, a proposal in response to this Request for Proposal;

1.1.11 **“Proposal Price”**, **“Contract”** and **“Contract Documents”** have the meanings set out therefore in clauses contained in these documents;

1.1.12 **“Request for Proposal (RFP)”** means the RFP document in its entirety, inclusive of any addenda that may be issued by the Toronto Zoo;

1.1.13 **“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;

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

2.0 BACKGROUND

The Toronto Zoo opened in 1974 and is Canada's premier zoo and one of the top 10 zoos in the world. The Zoo is fully accredited by the Canadian Association of Zoos and Aquariums (CAZA) and the Association of Zoos and Aquariums (AZA). The Zoo is a not-for-profit and is stewarded by a Board of Management supported by a professional staff of 277 permanent, approximately 126 non-perm FTE's and more than 400 volunteers. The Zoo is home to over 5,000 animals representing 450 different species, many of which are classified as endangered in the world.

The Zoo's mandate is to build awareness of and involvement in the conservation of animals and their habitats. The Zoo undertakes scientific research for the advancement of wildlife management and for the conservation of irreplaceable genetic resources, both animal and plant. The Toronto Zoo wants to increase awareness for their leadership in wildlife conservation and advocating for wildlife and habitats. We plan to focus on Canadian species and habitats while continuing to be active globally.

Our Mission: Become a living centre for education and science, committed to providing compelling guest experiences and inspiring passion to protect wildlife and habitats.

Our Vision: Canada's national leader in saving wildlife to ensure the rich diversity of nature for future generations.

The Toronto Zoo site occupies 710 acres located in the Rouge Valley on the northeast side of the City of Toronto. The Zoo is open every day except December 25. Each year the Zoo welcomes on average 1.3 million visitors with approximately 80% of visitors attending between the months of May to October. In the last 5 years, attendance achieved has ranked in the top ten years in the Zoo's history. The Zoo is a highly regarded educational resource with over 120,000 children from K-12 visiting annually and enrolled in extracurricular educational programs and tours.

In addition, the Zoo offers a membership program that extends complimentary admission to the Zoo for the duration of the membership and many other great benefits. The program offers varying categories of membership (family, dual, individual, etc.) and multi-year levels.

PROJECT SCOPE OF WORK

The purpose of this RFP is to invite experienced and qualified service provider(s) to submit a written proposal to modify/upgrade or replace the existing parking operation equipment and software and provide regular maintenance and technical support to ensure the system is fully operational at all times. The equipment, technology and supplies shall ensure guests at the Toronto Zoo are able to enter and exit the various paid parking lots in an orderly and efficient manner. In addition to the parking operation system, it is also the desire for the system to provide additional point-of-sale for admission ticketing.

Current Parking Operation System

The Toronto Zoo currently utilizes four parking lots:

	Capacity	Site conditions & comments
Lot 1 (Main Lot)	1,940	Open lot, paved, line-painted
Lot 2	1,000	Open lot, paved, line-painted
Lot 3	400	Grass/gravel sections, limited electrical access
Lot 4	600	Grass/gravel sections, limited electrical access

Annually, the parking facility services approximately 300,000 vehicles. Paid parking operation is in effect year-round and presently the Toronto Zoo uses a free-mode lane access entry system to enter the parking lots. In Lot 1 all four (4) entry lanes are controlled by a bar-gate that is triggered to lift up upon approach by any vehicle. In Lot 2, the two (2) entry lanes are controlled by a bar-gate that is triggered to lift up upon approach by any vehicle. Entry lanes are secured by a locked metal gate device which are then unlocked when lanes are in use.

Parking operation begins in Lot 1 and when it approaches full capacity, Safety & Security staff divert inbound vehicle flow away from the Lot 1 to overflow parking Lot 2. In the event Lot 1 and 2 are full, the overflow traffic is diverted to lots 3 and 4 in sequence as each lot fills up. Parking operation returns to Lot 1 if sufficient space is available as determined by Safety & Security staff, which monitors the vehicle flow and direction of traffic at the parking lots. The Zoo does not use any form of technology to track the number of vehicles in each lot or to identify the number of unoccupied spaces and is dependent on Safety & Security staff to manually monitor vehicle flow.

Usage and vehicle traffic flow to the various parking lots varies based on the time of the year, day of the week, weather condition and scheduled of events. Lay out of all available parking lots (Lot 1, 2, 3 and 4) is attached – Appendix C.

Currently, the flat rate is \$12 per vehicle and applicable to all available parking lots. Guests entering parking lot, excluding members, volunteers and staff, pay for parking use along with admission tickets to the Zoo at any open admission booths. A programmable card is issued to be inserted in the parking equipment to exit the parking lot. Guests are instructed to initial their point-of-sale receipt to confirm receipt of parking card. In addition, guests are instructed to safeguard the parking card until they insert the card to exit the parking lot, otherwise, they will be required to pay \$10 for a replacement parking card to use.

One self-service pay-on-foot station is available to the public to pay for parking and a programmable card will be dispensed to be fed in the parking equipment at exit to get out of parking lot. The pay-on-foot station accepts only major credit card as means of payment.

At the end of the day, staff are deployed to each parking exit terminals to retrieve programmable cards for use the following business day. Currently, the Zoo has approximately 3,200 programmable cards in stock. Each year, it is estimated that anywhere from 500-1,000 cards are lost and must be replaced. Each card costs in excess of \$10 each and can only be purchased from a single source vendor from Germany.

In addition, during peak season, the Zoo has in excess of 600 staff and volunteers requiring annual parking pass. Also, the Zoo has in excess of 13,000 members who are annual parking pass holders. All staff, volunteers and members are issued programmable parking cards, which are scanned to exit parking lots. Cards are programmed for single scan each day during the life of staff employment, volunteer participation and active membership at the Zoo.

Overflow Parking Lot #4

There is current discussion with a potential partner for dedicated rental and use of portion of Overflow Parking Lot #4 for their patron. This will require conversion of a portion of the parking lot into an hourly paid parking operation. The Toronto Zoo will undertake to address all infrastructure changes to the parking lot section and will facilitate the procurement and installation of the pay stations and all related services to implement an hourly paid parking operation. This is a current and on-going discussion and may be an operation in effect at the time the tender is awarded. This detail is being shared for information purposes only in the event the changes are not yet in effect at the time the tender is awarded which would then require consideration of the new parking operation system to be undertaken by the successful Proponent.

Admission Point-of-Sale Terminal

The Toronto Zoo, currently, can have as many as 14 point-of-sale stations to sell admission tickets to the Zoo. In addition, there is one point-of-sale station and can have as many as three manual foot lanes to process admissions for members and pre-paid ticket holders –guest admissions that do not require any financial transactions to be admitted to the Zoo.

As a non-profit organization, the Zoo is under strict budgetary pressure from the City for continued reduction in expenditures to mitigate any appropriation requirement from the City. In our effort to find ways to reduce operating expenditures, it is the desire for the implemented parking operation system to serve as an admission point-of-sale. That is, have the capability to provide the option of selling admission tickets to the zoo in addition to parking. It is required that the dispensed admission ticket to the Zoo be distinctly marked with a barcode or any other unique identifier for devaluation purposes. It is also required that the unique identifier be integrated with the Zoo’s current admission point-of-sale system (Admits) for the purpose of immediate single scanning and devaluation control.

3.0 OBJECTIVES & PROJECT DELIVERABLES

Overall objectives of the parking operating system include but not limited to the following:

1. Improve on the current parking operation and expedite entry in and egress out of the parking lots;
2. Provide a customer-focused automated parking solution;
3. Deliver a parking solution with the use of disposable (or re-useable) exit pass of nominal cost and/or inexpensive to re-print/re-issue;
4. A parking solution with multiple options to pay for and receive exit pass, including at exit terminal;
5. Able to accept various method of payment including cash, debit and most major credit card;
6. Able to accept various method of payment including cash, debit and most major credit card in regards to potential standalone hourly pay station for Lot 4;
7. Able to contact remotely Guest Services with any inquiries and receive an immediate response;
8. Operate automatically, with minimal to no staff intervention;
9. Provide a system that shall have the capability to be flexible and expandable without compromise or risk to the functionality and the desired quality of service;
10. Accommodate the volume usage, especially in the peak season, and inclement weather conditions experienced at the Toronto Zoo ;
11. Provide a reliable performance system with minimal service disruption (alternatively which is fully operational at all times).
12. Provide a comprehensive suite of options for reporting and analysis;
13. Anticipate needs of the Toronto Zoo that may not have been identified.
14. In addition to being an effective and efficient parking operation system, it is the desire to have the system serve as an additional point-of-sale for admission ticketing.

3.1 Deliverables

The Proponent is to review of the existing parking equipment including hardware and software and provide a recommendation to modify existing equipment and software or propose the purchase of new equipment and implementation of new commercially off the shelf (COTS) software. All factors outlined in the RFP must be considered when providing the following deliverables

- Additional optional components that would further enhance the parking system;
- Detailed pricing for new parking equipment;

- Optional price to include License Plate Recognition (LPR), Parking Guidance and Pay by Phone/Pay by Plate Services;
- Testing & Commissioning;
- Training and post implementation support;
- Provide parking system documentation including maintenance and Administration & Accounting manual;
- Maintenance support, post warranty.

3.2 Parking System & Admission Ticketing Functional Requirements

Appendix B, Parking Operation System – General and Functional Requirements, details all the operational and functional requirements of the parking management system.

4.0 SCHEDULE OF EVENTS

The following is a tentative schedule for the Master Planning process. The final schedule will be developed jointly with the successful proponent in the first week of project execution:

Pre-Award	
Release of RFP	Wednesday 2018-04-25
Site visit	Tuesday, 2018-05-01
Proponents’ Question Deadline	Friday, 2018-05-04
Submission Due	Wednesday, 2018-05-23
Proposal Presentation	Week of 2018-06-04
Notification of Award By the Toronto Zoo	Monday, 2018-06-11
Post-Award	
Commencement of Work	Week of 2018-09-17

The RFP process and project will be governed according to the above schedule or other schedule provided by the Proponent and approved by the COO of the Toronto Zoo. 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 PRICE

- 5.1 The proposal shall specify and state a firm not to exceed price (excluding taxes) in order to complete the assignment.
- 5.2 The Proponent shall not perform any Services or Work that would result in an increase in fee payable by the Toronto Zoo without the prior written approval of the Toronto Zoo.
- 5.3 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.

6.0 PROPOSAL SUBMISSION FORMAT

- 6.1 Evaluation of Proposals is facilitated when proponents respond in a similar manner. The following page format and sequence should be followed to provide consistency in the Proponent response and ensure each Proposal receives full consideration.
- 6.2 Title page, showing Request for Proposal number, Proponent’s name, telephone number, authorized signature and contact name.

- 6.2.1 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.
- 6.2.2 Table of Contents.
- 6.2.3 Executive summary.
- 6.2.4 Duly executed Proposal Form.
- 6.2.5 Corporate Information.
- 6.2.6 Detailed experience, background and other similar project opportunities completed within the past five (5) years.
- 6.2.7 Detailed biographies of team lead and key members and their roles.
- 6.2.8 Estimated time frame to complete the project deliverables and work plan or schedule with key dates, staff and resources, and milestones for immediate implementation.
- 6.2.9 A breakdown of proposal cost including the purchase of equipment, if applicable, implementation and maintenance and support.
- 6.2.10 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.
- 6.2.11 Provide three (3) references including name, address contact person and telephone number from clients with similar projects as outlined in this RFP, do not list the Toronto Zoo as a reference.

6.3 Hardware

A description and detailed specifications of all Parking Management System hardware that will be supplied to operate and administer the Parking Management System as outlined in item 3.1 and 3.2. Please provide the same information for any alternate proposal(s).

6.4 Software

A description of the functionality of the parking management software. This information should include the following:

- i. Whether the software is modular and if so, the modules which are available
- ii. Whether the software provides revenue management functionality including the capture of parking sales within the POS system. Reports may be required for financial, analytical or statistical purposes.

6.5 Technical Requirements

Currently, the following represents the Toronto Zoo's technology environment:

- security based on Microsoft Active Directory
- Microsoft Windows server 2012R2
- Microsoft SQL Server 2014
- Cisco switches and firewalls
- Outlook and Microsoft Exchange e-mail
- Microsoft Windows 8.1 workstations
- Microsoft Office 2013
- Crystal report writer

6.6 Testing and Implementation

Explain testing procedure and the proposed implementation plan. Proponents should outline the steps that will be taken, what your team will look like and their skills sets and timeframes anticipated.

6.7 Acceptance

Provide a description of the acceptance and sign off process that you propose to use. Identify how this process has been used in the past and ensure that the references you provide can comment on the process.

6.8 Maintenance and Support including Warranty details

The Toronto Zoo expects that the manufacturer and/or the Proponent will supply parts and technical expertise for a minimum of two (2) year on the installed equipment. Describe the technical support service and Help Desk support available including response time, hours of operation and type of support or remote diagnostic services.

Describe the basic warranty period and terms for hardware and software.

Proponents shall provide a description of post-installation support services available, specifically addressing site services, software upgrades and maintenance option.

Provide details of any other maintenance or support services offered which may be of interest to the Toronto Zoo.

6.9 In house support/training

Describe how you would train our staff on the operation and basic maintenance of the system.

6.10 Licensing

Provide details regarding licensing requirements of the system.

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.**

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.

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.

7.0 PROPOSAL EVALUATION CRITERIA

- 7.1 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.
- 7.2 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.
- 7.3 An Evaluation Team comprised of representatives designated by the Zoo will evaluate responses to the RFP.
- 7.4 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

7.5 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.

7.6 Step 2 – Evaluation of Submitted Proposals

Evaluation criteria	Points awarded
Understanding of the assignment/objectives including Demonstrated understanding of similar projects and previous experience in implementation or providing parking systems;	15
System functionality as per Appendix B General and functional requirements including suitability & acceptability of proponent’s parking equipment and software;	35
Project management, methodology and approach regarding parking operations	10
Training – outline training , both formal and informal (off site or on-site)	10
Support & Maintenance	20
Financial – upgrade of existing equipment or purchase of new equipment, Implementation, testing, and commissioning.	10

The proposals submitted will be evaluated using the evaluation criteria and will be comprehensively reviewed by the Selection Team. It is the sole discretion of the Toronto Zoo to select its Selection Team and to retain additional members and advisors as deemed necessary.

The Selection Team will select one or more proposals which in its sole opinion:

- a) Meets or exceeds the evaluation criteria, including but not limited, as outlined above;
- b) Has a demonstrated track record of success with similar projects, and
- c) Provides the best value, but may not necessarily be the one(s) offering the lowest fees.

All proposal scores and rankings shall be the property of the Toronto Zoo and will not disclose any of the same during or after the evaluation process. Due to budget and time constraints, the Selection Team will not be able to provide debriefs for unsuccessful proponents. By responding to this RFP, the proponents will be deemed to have agreed that the decision of the Selection Team will be final and binding.

7.7 The aim of the Evaluation Team will 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.

7.7.1 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.

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

7.7.3 A short-list of suitable Proponents may be established who may be invited to Step 3 to provide presentations related to their Proposal.

7.8 Step 3 – Evaluation of Presentations (If Required)

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

7.8.2 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.

7.8.3 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.

7.9 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

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

7.11 All Proposals shall be submitted by the Proponent on the understanding that the Proposals shall become the property of the Zoo.

7.12 If the Toronto Zoo selects a Preferred Proponent or Preferred Proponents, then it may:

7.13 Enter into a Contract with the Preferred Proponent;

- a) or enter into discussions with the Preferred Proponent to attempt to finalize the terms of the Contract(s), including financial terms, and such discussions may include:
- b) clarification of any outstanding issues arising from the Preferred Proponent's Proposal;
- c) negotiation of amendments to the departures to the draft Contract, if any, proposed by the Preferred Proponent as set in Appendix 1 to the Preferred Proponent's Proposal; and
- d) negotiation of amendments to the Preferred Proponent's price(s) as set out in Appendix 5 to the Preferred Proponent's Proposal and/or specifications of Parking Equipment and scope of Services if:
 - i. the Preferred Proponent's financial Proposal exceeds the City's approved budget, or
 - ii. the Toronto Zoo reasonably concludes the Preferred Proponent's financial proposal includes a price(s) that is unbalanced.

If at any time the Toronto Zoo reasonably forms the opinion that a mutually acceptable agreement is not likely to be reached within a reasonable time, give the Preferred Proponent(s) written notice to terminate discussions, in which event the Toronto Zoo may then either open discussions with another Proponent or terminate this RFP and reissue the RFP or obtain the Parking Equipment and Services in some other manner.

8.0 PROPOSAL TERMS AND PROVISIONS

The successful Proponent shall be retained through a contractual agreement and/or a purchase order, which includes the terms and conditions of this Request for Proposal.

8.1 Insurance and Policies

Provide minimum \$5,000,000 Commercial Liability Insurance in respect of injury or death to a single person or for property damage in a manner satisfactory to the Chief Operating Officer must be maintained through the Project and included in the Fee Proposal.

Professional liability insurance (errors and omissions) with limits of not less than Two Million Dollars (\$2,000,000.00) per occurrence.

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 COO.

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

The Successful firm shall deliver to the Board evidence of the insurance required prior to the commencement of the agreement, in form and detail satisfactory to the COO 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 COO.

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 Consultant 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.

8.2 **Incurred costs**

The Proponent shall bear all costs and expenses with respect to the preparation and submission of its Proposal and the Proponent's participation in the proposal process (the "Proposal Costs"), including but not limited to: all information gathering processes, interviews, preparing responses to questions or requests for clarification from the Board and contract discussions and negotiations.

The Toronto Zoo shall not be responsible for or liable to pay any Proposal Costs of any Proponent regardless of the conduct or outcome of the Proposal Request, Purchase Order process, or Contract process.

The RFP does not constitute an offer or tender by the Toronto Zoo. Receipt of Proposals by the Toronto Zoo pursuant to this RFP or selection or notification confers no rights under any Proposal nor obligates the Toronto Zoo in any manner whatsoever.

8.3 **Liability of Errors**

While the Toronto Zoo has used considerable efforts to ensure an accurate representation of information in this Request for Proposal, the information contained in this Request for Proposal is supplied solely as a guideline for Proponents. The information is not guaranteed or warranted to be accurate by the Toronto Zoo, nor is it necessarily comprehensive or exhaustive. Nothing in this Request for Proposal is intended to relieve Proponents from forming their own opinions and conclusions with respect to the matters addressed in this Request for Proposal.

8.4 **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.

8.5 **Cancellation**

Nothing herein shall be construed as giving the Proponent the right to perform the services contemplated under this agreement beyond the time when such services become unsatisfactory to

the Toronto Zoo; and in the event that the Proponent shall be discharged before all the services contemplated hereunder have been completed or the services are for any reason terminated, stopped or discontinued because of the inability of the Proponent to serve under this agreement, the Proponent shall be paid only for the portion of the work which shall have been satisfactorily completed at the time of termination.

8.6 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:

8.6.1 is and shall remain the property of the Board

8.6.2 must be treated by Proponents and Prospective Proponents as confidential;

8.6.3 must not be used for any purpose other than for replying to this RFP, and for fulfillment of any related subsequent agreement.

8.7 Copyright:

The final product and related materials from the work is to be for the exclusive use of the Toronto Zoo. The Toronto Zoo shall be the only and sole owner of the product and related materials for the sole and unfettered use by the Toronto Zoo. Upon payment of the said product 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 placed on the final product and related products by the successful bidder. By submitting a Proposal in this response to this RFP, the Bidder shall thereby acknowledge and agrees that the Toronto Zoo has exclusive ownership and sole and unfettered use of this final product and related products.

8.8 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:

8.8.1 Shall become property of the Toronto Zoo and may be appended to purchase order issued to the successful Bidder;

8.8.2 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*.

8.9 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.

8.10 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.

8.11 Governing Law

This RFP and any quotation 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 PROPOSAL FORM

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 OF 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.

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:	

SUBMISSION LABEL

This address label should be 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 labelled or submitted to an address other than the one listed on this label.

Vendor Name _____

RFP 21 (2018-04) PARKING MANAGEMENT SYSTEM

Closing: Wednesday , 2018-05-23, 12:00 hours (noon) local time

**TO BE RETURNED TO
Toronto Zoo
Supervisor, Purchasing & Supply
ADMINISTRATIVE SUPPORT CENTRE
361A OLD FINCH AVE.
TORONTO, ONTARIO
M1B 5K7**

APPENDIX A – LIST OF SUB-CONTRACTOR

The Bidder proposes to sublet the following portions of the Work to the persons firms or corporations indicated. The Bidder (contractor) is responsible for all pricing with all subcontractors.

The Bidder submits that in proposing the under mentioned subcontractors, the Bidder has consulted each and have ascertained to our completed satisfaction that those names are fully acquainted with the extent and nature of the work and that they will execute their work with the requirements of the contract documents.

Work or services to be provided	Name and address of sub-contractor or person	Telephone

Name of Bidder:	
------------------------	--

APPENDIX - D

Contractors, Consultants and other Service Providers
(Accessibility Standard for Customer Service, O. Reg. 429/07, AODA 2005)

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.

Under section 6 of the Accessibility Standard for Customer Service, O. Reg. 429/07 (Appendix A), established by the AODA, the Toronto Zoo must ensure that employees, volunteers and all other personnel, including third party contractors, who deal with members of the public or other third parties on behalf of the Toronto Zoo or, who participate in developing Toronto Zoo policies, practices or procedures on the provision of goods and services receive training on accessible customer service.

All personnel must complete training that meets the requirements of the Accessible Customer Service regulation and includes:

- An overview of the AODA
- Understanding the requirements of the Regulation
- How to interact and communicate with persons with various types of disabilities;
- How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support;
- How to use equipment or devices available on the provider's premises or otherwise provided by the provider to people with disabilities to access goods or services; and
- What to do if a person with a particular type of disability is having difficulty accessing the provider's goods or services.

It is the responsibility of the third party contractors and other service providers to ensure that appropriate training is provided and that training records are maintained, including dates when training is provided, the number of personnel who received training and individual training records. Contractors are required to ensure that this information is available, if requested by the Toronto Zoo.

Access an e-learning course:

The training requirements can be fulfilled by completing the e-Learning course "Serve-ability: Transforming Ontario's Customer Service", which can be found on the Ministry of Community and Social Services website: <http://www.mcsc.gov.on.ca/mcss/serve-ability/splash.html>

For more information:

How to comply with the Accessible Customer Service Standard at: www.accessON.ca/compliance

Requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/07): www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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 #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
PART A - GENERAL EXPECTATIONS					
1	The system must be currently available commercially off-the-shelf - this is not a request for software development				
2	Must improve on current parking operation with the ability to program/upload unlimited annual passes beyond the current limit of 65,000 for programming				
3	Must improve on current parking operation with dispensed exit day pass (ticket/card) be of nominal cost and inexpensive to reprint/issue for those who lose it prior to parking lot egress				
4	Must improve on current parking operation with local availability of all required parts to ensure completion of repair/service without unreasonable delay				
5	Contractor shall provide adequate spare components and parts for repair turn-around to assure that spare parts are easily available to accommodate repair or return to operation at ninety-nine (99%) confidence level				
6	Operate automatically with minimal to no staff intervention				
7	Capable to be flexible and expandable without compromise or risk to the functionality and desired quality of service				
8	Provide customer-focused automated parking solution				

Appendix B Parking Operation System -General and Functional Requirements

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LINE #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
9	Functions fully in Main Lot 1 and Overflow lots 2, 3 & 4				
10	Provide user manual, hard copy or electronic version, for regular operational instructions and to troubleshoot service disruptions				
11	Fully functional even with unscheduled power outages				
12	Availability of a traffic light system at exit lanes (red or green light display) to service one exiting guest at a time and allow emergency reversal of vehicles, if needed				
13	Availability of a remote communication for exiting guests to contact Guest Services for any required assistance				
14	Remote communication system must be dedicated to each lane so as not to interfere with communication from guests from other exit lanes				
15	All provided equipment must accommodate the volume usage and can withstand all outdoor elements (varying inclement weather conditions) experienced at the Toronto Zoo to provide a reliable performance with minimal service disruption				
16	All electrical and mechanical components should be environmentally sealed, protected against the ingress of moisture, dust, fumes and vibration and meet all CSA or ULC electrical standards				

Appendix B Parking Operation System -General and Functional Requirements

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LINE #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
17	Hardware should be modular in design and provide for easy and readily available exchange of internal components				
18	The payment system must be Europay, MasterCard, and Visa (EMV) standard compliant				
19	The parking operation system must support Near-field communication (NFC) technology				
20	The parking operation system must be Payment Card Industry (PCI) data security standard compliant				
21	The parking operation system must support various Mobile applications (IOS and Android)				
22	Any solution must meet the Freedom of Information Act requirements				
23	Preference to be wireless or web based program for payment				
PART B - TECHNICAL REQUIREMENTS					
Programming - Day Pass users					
24	Produce paid/validated exit parking passes to exit parking lot				

Appendix B Parking Operation System -General and Functional Requirements

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LINE #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
25	Exit pass to be validated for single use only and on the same day payment is received				
26	Ability to program and issue day passes for future use for advance distribution				
	Programming - Day Passes purchased online				
27	Currently, parking pass can be purchased online and printed voucher can be surrendered for an actual parking pass to exit parking lot. Can parking lot egress be provided for those who purchased parking pass online - parking purchase can be acknowledged with a mobile-friendly voucher with barcode and sent to buyer's mobile device for scanning at exit gate? Please provide details on your submission how this can be facilitated				
	Programming - Annual Pass				

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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 #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
28	System must have database capability to capture and maintain customer (staff/member) information profile/fields such as, but not limited to: -Name (First name, Last name) -Full address (# and Street name, City, Province, Postal Code) -Phone number -Staff employee number -Branch/Cost Centre -Supervisor/Manager -Member number -Issued parking card number -Issue date -Expiration date -Variable/Free Notes text field				
29	Database must have flexibility for various search mode				
30	Ability to program and update staff/member card end dates and program new ones using excel database				
31	Prefer to have interface with member database for an automated upload of annual parking passes issued daily. Current member database is Microsoft CRM (Customer Relations Management)				

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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 #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
32	Programmable for activation for a designated date range				
33	Programmable for single use per day (regular card)				
34	Programmable for multiple uses per day (master card)				
35	Ability to add notes to cardholder account file such as free text note or imported documents of varying format (doc, pdf, csv, etc)				
36	Entry lane station				
37	Ability to control traffic flow and to regulate flow of inbound vehicles safely into the parking lot (currently, a gate arm is in use)				
38	Ability of automated service disruption/issue reporting capability to Guest Services in the event of system failure				
39	Dispense tickets on entry with variable coding to identify which parking lot was accessed and to identify parking rate to be paid. (A potential future operational alternative if available.)				
39	Fast opening times, maintenance free and reliable technology				
	Exit lane station terminal				

Appendix B Parking Operation System -General and Functional Requirements

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LINE #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
40	Card reader could be by insertion type reader, with preference given to exit terminals that utilize a single slot to read credit cards and parking cards (day and annual pass) OR proximity scan for validation to provide egress				
41	Capable of accepting major credit card payment (Visa, MasterCard, American Express)				
42	Able to open gate remotely from a master computer station to be located at Guest Services office				
43	Able to remotely force exit lane gate to accept a non validated exit pass				
44	Clearly legible video/monitor display and/or audible audio system to assist and direct persons at the exit terminal from Guest Services				
45	Communication mode and loudspeaker for exiting guests to contact Guest Services for any required assistance				
46	Exit parking arms can be set to fully open mode (arm up to provide an open entry/exit lane)				
47	Exit parking arms can be set to fully close mode (gate arm permanently down to ensure no entry/exit out of parking lot)				

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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 #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
48	Exit parking arms can be set to full controlled operation mode (entry gate arm goes up once within close proximity to gate to allow entry; validation of paid parking before exit gate arm can go up granting egress)				
	Payment Methods				
49	Payment of parking fee at admission booths and issue of a consumable/disposable exit pass to be validated (inserted/scanned) at exit lane terminal for parking lot egress				
50	Payment of parking fee at admission using dispensed entry ticket to reflect actual parking fee and issue of a consumable/disposable exit pass to be inserted at exit terminal for parking lot egress (A potential operational alternative if available.)				
51	Parking system operation must be able to support multiple rate options depending on parking lot used. (A potential operational alternative if available.)				
52	Payment at stand alone pay-on-foot station(s) for guests to be charged appropriate parking fee, acknowledge and receive payment and dispense consumable/disposable exit pass to be validated (inserted/scanned) at exit lane terminal for parking lot egress				

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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 #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
53	Same as above but payment method accepted includes Canadian currency, coins and bills, debit and major credit cards				
54	Availability of a payment lane exit station as an alternate payment option for those who failed to pay for parking at admission or on any available foot station. Payment method could be limited to debit and major credit cards				
55	Preferred - shall have the capability of integrating with the Zoo's admission POS (Admits System from Streams-In Technology) to ensure daily parking sales are captured and reported for integration with the Zoo's financial system				
	Stand-alone (Pay-on-foot) Station(s)				
56	Must be Accessibility for Ontarians with Disabilities Act (AODA) standard compliant				
57	Easy to understand and view interface to guide the user through the payment process				
58	Able to withstand all outdoor elements				
59	Shall have clearly legible video/monitor display and/or audible audio system to assist and direct persons at the pay station from Guest Services				
60	Capability of accepting most major credit card payment (Visa, MasterCard, American Express) or interact card				

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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 #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
61	Capability of accepting cash payment - Canadian currency (coins and bills)				
62	Preference of existing or new equipment integrating with the Zoo's admission POS (Admits System from Streams-In Technology) to ensure daily parking sales are captured and reported for integration with the Zoo's financial system				
63	Must be able to provide proof of payment (payment receipt) and a validated voucher (exit pass) for exit lane validation prior to egress				
64	Communication mode and loudspeaker for exiting guests to contact Guest Services for any required assistance				
	(Possible) Hourly-paid Parking Operation				
65	Must be Accessibility for Ontarians with Disabilities Act (AODA) standard compliant				
66	Easy to understand and view interface to guide the user through the payment process				
67	Shall have clearly legible video/monitor display and/or audible audio system to assist and direct persons at the pay station from Guest Services				
68	Capability of accepting most major credit card payment (Visa, MasterCard, American Express) or interact card				
69	Capability of accepting cash payment - Canadian currency (coins and bills)				
70	Must be able to provide proof of payment (payment receipt) and a validated voucher (exit pass) for pay and display purposes				

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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 #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
71	Communication mode and loudspeaker for exiting guests to contact Guest Services for any required assistance				
	Exit Procedures				
	Day Pass				
72	Open exit lane gate upon validation (insertion/scan) of a paid parking pass				
73	Unless use of a programmed Master Card, allow one vehicle to exit parking lot per exit pass (no tailgating)				
74	Availability of a communication means from exiting guests with Guest Services for any required assistance				
75	Pass can be programmed to only allow exit at a specific lot (a potential operational alternative, if available)				
	Annual Pass				
76	Open exit lane gate upon scan of a valid annual parking pass				
77	Allow one vehicle to exit parking lot per scanned annual parking pass				
78	Annual pass will terminate on day of membership expiration plus 1 day. (eg. Members' last day of use of membership (and parking) is on posted date of expiration on membership card)				
	Service & Maintenance				

Appendix B Parking Operation System -General and Functional Requirements

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LINE #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
79	Maintenance personnel shall be well versed in all aspects of the Parking equipment hardware, configurations, application software and reporting modules and should be factory-certified technicians				
80	Preventative maintenance service shall include without limitation inspection, testing, necessary adjustment, lubrication, parts cleaning and software updates as recommended by the Parking equipment and software manufacturers				
81	Availability of a local authorized service provider for emergency calls (on-site service maintenance availability on call)				
82	Availability of a local maintenance service provider to fully restore operation within twenty-four (24) hours of the original notification by the Toronto Zoo. Outline response for M-F and Saturday and Sunday during normal business hours, 9 AM to 5 PM				
83	Availability of a local maintenance service provider to fully restore parking equipment operational within three (3) days of the original notification by the Toronto Zoo				
PART C - ADMISSION TICKETING					
84	Provided stand-alone (pay-on-foot) station(s) must also be able to offer individual admission tickets as available item for purchase				

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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 #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
85	System must be able to provide the following admission categories for sale at full price - general, senior, child, free child				
86	System must be able to allow programming varying rates for varying admission categories				
87	Due to availability of tiered pricing based on season, the system must be able to allow for easy re-programming of item pricing by assigned Administrator				
88	Each admission ticket dispensed must be uniquely identified/barcoded for presentation to Guest Services staff and for admission to the Zoo				
89	Each presented ticket will be scanned by Guest Services staff using the admission POS system for guest count purposes and ticket devaluation. Ticket devaluation will ensure that tickets are not scanned multiple times causing loss of revenue for the Zoo. As such, provided parking operation system must be integrated with current admission POS (Admits) system to ensure that unique barcode issued to each dispensed admission tickets are virtually uploaded to the Zoo's admission POS system for immediate scanning and devaluation				

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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.

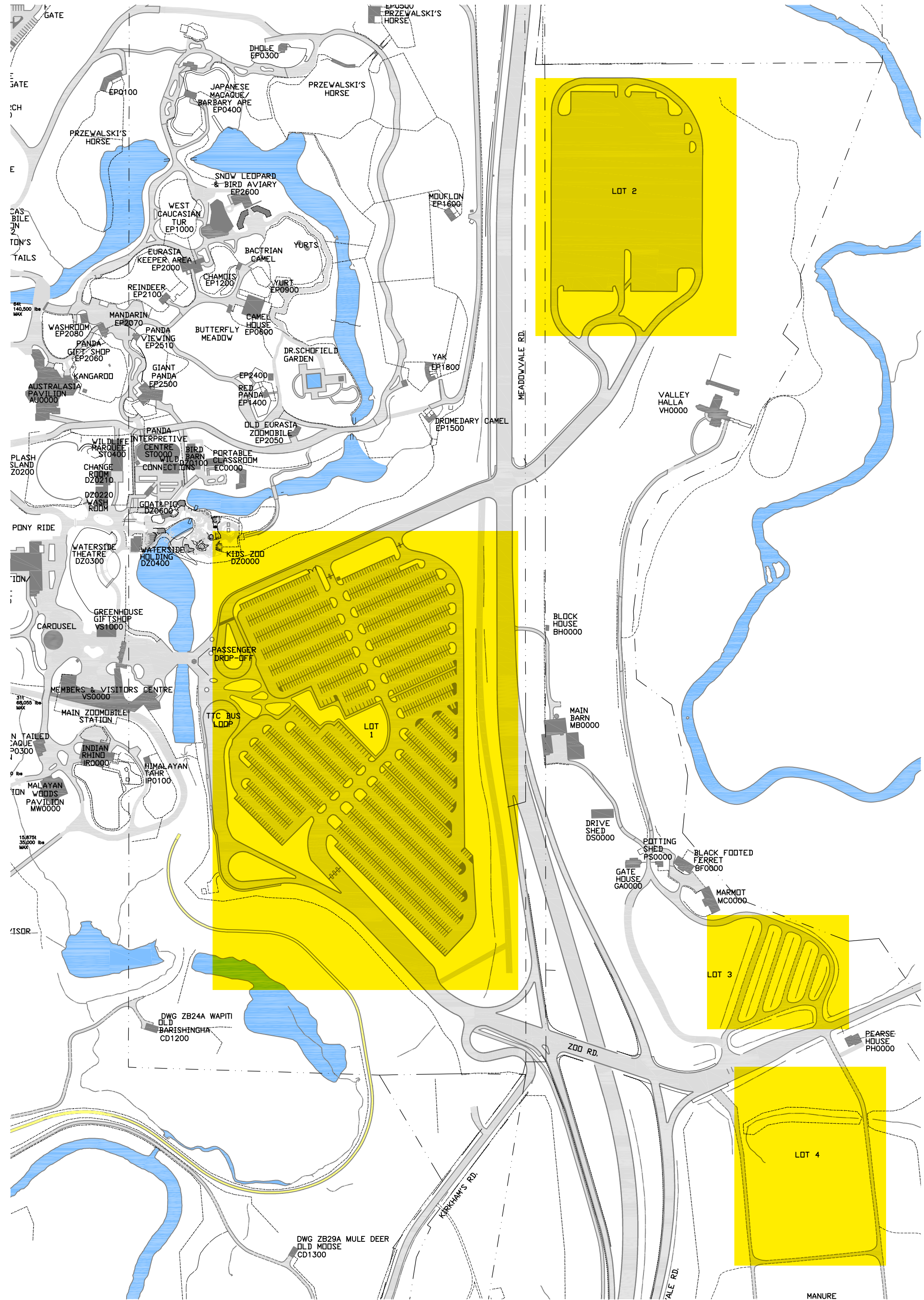
LINE #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
90	For future operational implementation, system should have the capability of also accepting discount vouchers to be applied against admission ticket purchases at stand-alone (pay-on-foot) stations.				
PART D - REPORTING					
91	The system must have pre-defined/canned reports to cover all reporting needs including sales and usage				
92	Ability to report parking payment received other than at admissions (e.g. pay-on-foot, payment at exit lane)				
93	Ability to report on number of vehicles that have entered the lot based on defined time frame and by defined entrance lane				
94	Ability to report on number of vehicles that have exited the lot based on defined time frame and by defined exit lane				
95	Ability to report on how many cars are in any given parking lot at any given time				
96	Ability to report on how many parking spots are available at any given time based on pre-defined lot capacity				
97	Ability to report on parking card usage for specific staff/member annual card based on defined time frame				

Appendix B Parking Operation System -General and Functional Requirements

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; in addition, place either a Y or a N on either or both **Optional Functionality (not available in based functionality but can be made available under different module, functionality or software)** and **Customization (will require new specifications and development)** columns. 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 #	GENERAL AND FUNCTIONAL REQUIREMENTS				
	Description	INCLUDED (base functionality) Y or N	Optional functionality Y or N	Customization Y or N	COMMENTS
98	Ability to pull various sales report that can be downloaded using various file formats. including but not limited to - CSV, Excel or PDF for daily sales, periodic sales (weekly, monthly, yearly)				
99	A reporting dashboard with charts and graphs and key performance indicators for analytics				

APPENDIX C - TORONTO ZOO SITE MAP OF ALL PARKING LOTS



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