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| **Product Hosting Type and Compatibility** |
| **#** | **Requirement** | **Response** | **Response/Comments** |
|  |  | **Yes** | **No** |  |
| 1 | System is cloud based SaaS preferred but will accept ( PaaS, iPaaS) | **❏** | **❏** |  |
| 2 | Provides a browser-based user interface compatible with all major browser types (please listthose supported) | **❏** | **❏** |  |
| 3 | All operational, management and reporting functions, as well as POS system operations areaccessible via a web interface | **❏** | **❏** |  |
| 4 | System is compatible with industry standard PCs/desktop/laptops and correspondingsoftware (eg., Microsoft and Mac OS) including antiviral and security software | **❏** | **❏** |  |
| 5 | Supports mobile technologies (e.g. smartphones, tablets);  | **❏** | **❏** |  |
| 6 | Comes with an integrated mobile App compatible with all major mobile operating systems(e.g. iOS, Android, Windows Mobile) | **❏** | **❏** |  |
| 7 | Provides back end supported services (BaaS, mBaaS) for mobile versions (e.g., pushnotifications, Social Media integration, etc) and/or includes the APIs and SDKs to allow development of these as needed | **❏** | **❏** |  |
| 8 | Solution is scalable and easily adaptable to increased demands, while maintaining a highlevel of performance (please explain how system meets this criteria | **❏** | **❏** |  |
| 9 | As a cloud based system, vendor provides a scalable Service Level Agreement insuringconsistent performance | **❏** | **❏** |  |
| 10 | Can be fully integrated with, and utilize the functionality of, the Toronto Zoo’s ERP(Dynamics) SendGrid, CRM API connections to major Zoo Applications. | **❏** | **❏** |  |
| 13 | As a cloud based system, is the data safe-harbored and encrypted? Describe the overall data security strategy (e.g., Firewalls, encryption, password protection, and physical) | **❏** | **❏** |  |
| 14 | As a cloud based system, what is the disaster recovery/business continuity plan? | **❏** | **❏** |  |
| 15 | System is PCI compliant | **❏** | **❏** |  |
| 16 | Provides for full recovery and back-up capabilities for all on-line and batch transactions | **❏** | **❏** |  |
| 17 | Vendor provides a Privacy/Confidentiality Agreement | **❏** | **❏** |  |