



361A Old Finch Ave.  
Toronto, ON M1B 5K7  
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2019-09-10

**REQUEST FOR QUOTATION  
RFQ 49 (2019-09)  
EXTERNAL PHYSICAL INVENTORY AUDIT SERVICES**

The Toronto Zoo is inviting proposals from qualified Inventory Audit Service(s) Companies which can provide year-end physical inventory counts of our Retail Sales unit by using a variety of methods such as paper counts or scanning SKUs codes of the items. This service is required the year 2019, with the potential option to be extended to two (2) years on a yearly basis providing previous performance of work was acceptable to the Toronto Zoo.

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: Upon request.

Due Date: Your quotation must be completed, and received by the Supervisor, Purchasing & Supply, Toronto Zoo, Administrative-Support Centre, 361A Old Finch Ave., Toronto, Ontario, M1B 5K7 by:

**Tuesday, 2019-09-24, 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 this RFP, please contact, Peter Vasilopoulos, Supervisor, Purchasing & Supply, at 416-392-5916, [pvasilopoulos@torontozoo.ca](mailto:pvasilopoulos@torontozoo.ca).

[Deadline for written questions is Monday 2019-09-16 at 1200 hours \(noon\) local time.](#)

Yours truly,

Taryne Haight  
Manager, Financial Services

**Table of Contents**

<b>SECTION</b>	<b>DESCRIPTION</b>	<b>PAGE (S)</b>
<b>RFQ LETTER</b>	Invitation Letter	1
<b>T.O.C.</b>	Table of Contents	2
<b>1.0</b>	Instructions	3
<b>2.0</b>	Terms and Conditions	4
<b>3.0</b>	Project Requirements	7
<b>4.0</b>	Submission Forms	9
	Submission Label	11
	Notice of No Bid	12
<b>Appendix A</b>	List of sub-contractors	13

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**1.0 INSTRUCTIONS**

- 1.1 Ensure that you have received all **thirteen (13)** pages of the RFQ package.
- 1.2 A site meeting can be available upon request.
- 1.3 Complete ALL FORMS in section 4.0 and return by due date and time received on or before **Tuesday, 2019-09-24, 1200 hours (noon, local time)** or your Quotation will not be considered. Include signed copies of any addenda with your proposal package.
- 1.4 Quotations must not be submitted by facsimile, email or any other electronic format.
- 1.5 All Prices submitted shall be quoted in Canadian currency, excluding HST if applicable
- 1.6 Toronto Zoo reserves the right to award in whole or in part on the basis of the bids received, Lump Sum Price or Breakdown Price.
- 1.7 Use the attached submission label, when you submit your response in a sealed envelope or package and deliver to the Toronto Zoo.
- 1.8 Quotation prices shall remain in effect for a period of ninety (90) days from the Quotation due date.
- 1.9 Include product information, samples, and pictures, as necessary.
- 1.10 Provide references of at least three (3) clients for whom your company has performed similar work. References must include photos of three (3) different installations, client company name, contact name, address and e-mail address.
- 1.11 It is the responsibility of the Bidder to understand all aspects of the RFQ and to obtain clarification if necessary before submitting their quotation.
- 1.12 Any questions regarding the work in this RFQ must be forwarded by the end of the day Monday, 2019-09-16 to:

Peter Vasilopoulos, Supervisor, Purchasing & Supply,  
Tel: 416-392-5916, Fax: 416-392-6711  
E-mail: [pvasilopoulos@torontozoo.ca](mailto:pvasilopoulos@torontozoo.ca)

## 2.0 TERMS AND CONDITIONS

- 2.1 Definitions:** Wherever used in the Request for Quotation the word “**Board**” means the Board of Management of the Toronto Zoo and the word “**Vendor**” or “**Contractor**” means the person or persons or Corporation to whom the purchase order is issued.
- 2.2 Vendor Assurance:** Unless otherwise stated, the goods, material, articles, equipment, work or services, specified or called for in or under this Quotation, shall be delivered or completely performed, as the case may be, by the Vendor as soon as possible and in any event within the period set out herein as the guaranteed period of delivery or completion.
- 2.3 Country of Origin:** Wherever possible, the goods, services, materials, articles or equipment, specified or called for in or under this Quotation, shall be of Canadian origin and manufacture.
- 2.4 Delivery:** The prices stated in this Quotation cover the services, material, articles or equipment referred to herein, being delivered F.O.B. destination, freight, express, duty and all other charges prepaid, unless otherwise indicated herein. A detailed delivery ticket or piece tally, showing the exact quantity of goods, material, articles or equipment shall accompany each delivery. A receiver’s receipt shall not bind the Board to accept the goods, material, articles or equipment covered thereby, or the particulars of the delivery ticket or piece tally therefore. The Vendor shall not be entitled to any interest upon any bill due to delay in its approval by the CEO of the Toronto Zoo or his designate.
- 2.5 Invoicing:** Unless otherwise indicated herein, the prices stated are payable in Canadian Funds at the head office of the Board. Any Harmonized Sales Tax (HST) applicable shall be shown as a separate item. The Vendor’s HST/Business registration number must be indicated on the invoice.

The Vendor shall clearly show any special charges such as packaging and freight, where applicable, as separate items on the invoice.

Payments to non-resident Vendors may be subject to withholding taxes under the Income Tax Act (Canada). Unless a non-resident Vendor provides the Board with a letter from Revenue Canada, Taxation waiving the withholding requirements, the Board will withhold the taxes it determines are required under the Income Tax Act (Canada).

- 2.6 Notice of Delivery:** The Vendor shall notify the Purchasing Agent of the Board at the address given for the mailing of invoices, in writing as soon as possible of the details of the shipment of the goods, materials, articles or equipment.
- 2.7 Right to Cancel:** The Board shall have the right to cancel at any time this Quotation or any contract or any part of any contract resulting from this Quotation in respect of the goods, material, articles, equipment, work or services set out in this Quotation or any such contract or part of such contract, not delivered or performed at the time of such cancellation, and the Board 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 Vendor fails or neglects by any act or omission to comply with any of the conditions set out herein, this Quotation or any contract resulting from this Quotation may be unconditionally cancelled by the Board without notice to the Vendor.

- 2.8 Official Agreement:** No verbal arrangement or agreement, relating to the goods, material, articles, equipment, work or services, specified or called for under this Quotation, will be considered binding, and every notice advice or other communication pertaining thereto, must be in writing and signed by a duly authorized person.
- 2.9 Worker's Rights:** The Vendor shall comply with the conditions of the Board relating to Worker's Rights, a copy of which is available on application to the Manager, Fair Wage and Labour Trades Office, City of Toronto, 18<sup>th</sup> Floor, West Tower, City Hall, Toronto, Ontario, M5H 2N2 or by phone at 416-392-7300.
- 2.10 Insurance:** The Contractor shall, at his/her own expense obtain and, until the work is fully complete maintain, broad-scope insurance coverages, hereof, satisfactory to the Chief Executive Officer as to form and substance, with the indicated policy form of the Canadian Construction Documents Committee (CCDC), its equivalent or better subject to such modifications therein to cover unusual aspects of the work, working conditions or other circumstances as may be specified elsewhere in the Contract.
- 2.10.1** The Contractor shall effect, maintain and keep in force, at its sole cost and expense and satisfactory to the Chief Executive Officer as to form and substance the insurance described below:
- 2.10.2** All risks property insurance on property of every description and kind owned by the contractor or for which the Contractor is responsible while on the premises of the Board in an amount not less than full replacement value. The policy shall be endorsed to provide a waiver of subrogation against the Board for any loss or damage to insured property, however caused.
- 2.10.3** Commercial general liability insurance, including owners' and contractors' protective, products, completed operations, personal injury, employer's liability, contractual liability, occurrence basis property damage, liability arising from the sale of serving of alcoholic beverages and provisions for cross liability and severability of interests with a limit of not less than Five (5) Million Dollars (\$5,000,000.00) per occurrence. The policy shall be endorsed to name the Board as an additional insured with respect to the operations of the Contractor under this agreement.
- 2.10.4** Standard automobile liability insurance for all owned vehicles with limits of not less than Two Million Dollars (\$2,000,000.00) per occurrence.
- 2.10.4.1** All policies of insurance required to be taken out by the Contractor shall be placed with insurers licensed to conduct business in the Province of Ontario and shall be subject to the approval of the Chief Executive Officer, acting reasonably.
- 2.10.4.2** The Contractor shall deliver to the Board evidence of the insurance required prior to the commencement of the agreement, in form and detail satisfactory to the Chief Executive Officer acting reasonably.
- 2.10.4.3** The provisions of this section 2.11 shall no way limit the requirements and obligations imposed on the Contractor elsewhere in the Contract, nor relieve the Contractor from compliance therewith and fulfillment thereof.
- 2.10.4.4** The parties agree that insurance policies may be subject to deductible amounts, which deductible amounts shall be borne by the Contractor.

2.10.4.5 The provisions of this article shall in no way limit the requirements and obligations imposed on the Contractor elsewhere in the Contract, nor relieve the Contractor from compliance therewith and fulfillment thereof.

- 2.11 Indemnity:** The Vendor shall at all times well and truly save, defend, keep harmless and fully indemnify the Board, the City of Toronto, Toronto Region and Conservation Authority and their servants, employees, officers or agents, hereinafter called the “Indemnities”, from and against all actions, suits, claims, demands, losses, costs, charges, damages, and expenses, brought or made against or incurred by the Indemnities, its or their servants, officers, employees, agents or invitees in any way relating, directly or indirectly, to goods, material, articles or equipment supplied or to be supplied, or to the supplying of goods or services, pursuant to this Quotation, or any other claim, action, suit, demand, loss, cost, charge, damage or expense relating to copyright, trademark or patent with regard directly or indirectly with any such goods, services, material, articles or equipment or the supply or performance thereof.
- 2.12 Liability for Acts of Vendor Employees, Contractors or Agents:** The Vendor acknowledges responsibility and accepts liability for the acts of any of its employees, contractors and agents while on Toronto Zoo property. The Toronto Zoo reserves the right to request background checks for any individual providing the services requested on behalf of the Vendor.
- 2.13 Guaranty of Quotation:** All goods, material, articles, equipment, work or services, specified or called for in or under this Quotation, 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 Quotation. The basis on which this Quotation is given shall include any specifications, plans, price schedules, samples, addenda or other details pertaining thereto, or provided in connection therewith.
- 2.14 Right of Notice:** Any notice that the Board may be required or desire to give to the Vendor shall for all purposes to be deemed to have been sufficiently and properly given and afforded by registered mail addressed to the Vendor at the address shown for the Vendor on this form and shall therefore be presumed to have been received by the Vendor on the third day following such registration.
- 2.15 Formal Contract:** The Vendor may be required and shall, if requested by the solicitor for the Board so to do, to execute and enter into a formal contract that is satisfactory to the solicitor for the Board, in order to document the contract resulting from this Quotation and to embody indemnity and related provisions that in the opinion of such solicitor are required to protect the Board.
- 2.16 Charity Status:** The Toronto Zoo is a registered charitable organization (registration #BN 119216398RR0001) and accordingly may be eligible for preferred pricing which should be reflected in the Quotation as submitted.
- 2.17 Performance Evaluation:** The Contractor’s performance will be evaluated by the Chief Executive Officer and/or Chief Executive Officer’s Representative during the Contract and at the end of the Contract. In the event that the Contractor’s performance is considered unsatisfactory by the Chief Executive Officer and/or Chief Executive Officer’s Representative, the Contractor and/or its affiliates may become ineligible from bidding on future contracts issued by the Board.

### 3.0 PROJECT REQUIREMENTS

The Toronto Zoo is inviting proposals from qualified Inventory Audit Service(s) Companies which can provide year-end physical inventory counts of our Retail Sales unit by using a variety of methods such as paper counts or scanning SKUs codes of the items. This service is required the year 2019, with the potential option to be extended to two (2) years on a yearly basis providing previous performance of work was acceptable to the Toronto Zoo.

The Toronto Zoo inventory counts have historically been conducted internally by the Finance and Retail Units. Physical counts occur on a yearly basis, and typically have taken three (3) to five (5) days to complete. Previously, year-end counts have been conducted during the first week of December of year. The proposed plan for 2019 is to move the year-end physical counts to 2019-11-01.

The manual inventory count occurs during the off-peak season of Zoo operations. Approximate retail values of inventory during off-peak season is \$400-\$500 thousand, approximately in the 150K SKUS range and consists of souvenir-type retail offerings.

Service requirements:

The services requested by the Toronto Zoo for this RFP issued would include the following:

- a. Provision of physical inventory count of 2 retail locations (Greenhouse 2000 sq ft and Zootique 2500-3000 sq.ft.) and a warehouse (approx. 2,500 sq.ft.)
- b. Provide report of 1st physical count and if requested undertake a second count on select number of inventory SKUs
- c. Provide tools such as paper count sheets, tags and barcode scanners to document count.
- d. Ensure count personnel are well trained and knowledgeable in physical inventory count process
- e. Provide inventory count report and discuss outcome with designated Toronto Zoo staff

Quoted prices submitted should be made based on hourly rates based on normal business hours of work, 8:00 am to 5:00 pm.

Quote 1: 2 retail locations, 1 warehouse, starting November 1, 2019

Quote 2: 2 retail locations, 1 warehouse, starting December 1, 2019

### 3.3 SAFETY SPECIFICATIONS

1. The contractor is to abide by applicable Toronto Zoo Health & Safety Policies
  - i. SAFE-002 Health & Safety Hazard Reporting
  - ii. SAFE-017 Contractors Safety
  - iii. SAFE-018 Vehicles on Site
  - iv. SAFE-007 Working in Confined Space
  - v. SAFE-025 Hot Work
  - vi. SAFE-013 Equipment Lockout/Tagout

the Ontario Health and Safety Acts, the Ontario Building Code and all other applicable codes including the Fire Codes.

Toronto Zoo's Commitment to the City of Toronto's Corporate Smog Alert Response Plan

**3.4 OTHER INFORMATION**

The successful bidder must demonstrate the ability to complete the work to standards acceptable to the Zoo and prove past performance in the completion of similar types of work for other clients by providing relevant examples of work and references. The successful bidder must also demonstrate and guarantee that they can produce the work in the allotted time.



**4.0 SUBMISSION FORMS:**

I/We, hereby, submit the Quotation and will comply with all terms, conditions, specifications and drawings (when provided) as set out within the Board’s Quotation.

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

This form must be completed, properly signed and received on or before the date and time specified or your Quotation will not be considered. Quotation prices shall remain in effect for a period of ninety (90) days from the Quotation due date.

The Board of Management of the Toronto Zoo reserves the right to reject any or all Quotations or to accept any Quotation, should it deem such action to be in its interests.

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

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

**4.1 UNIT PRICING**

DESCRIPTION	Column A	Column B	Column C	Column D
	Number of staff required	Number of hours per staff	Number of days per staff	Hourly rate, excluding HST
Provide number of staff required for this project including number of hours per staff, number of days and hourly rate (inclusive of all charges) for personnel engaged in the Physical Inventory count during normal business hours, 8:00 am to 5:00 pm.				
<b>Supervisor/Project Manager</b>				\$ /HR
<b>Inventory counter (s)</b>				\$ /HR
<b>Other costs-specify</b>				\$ /HR
Provide number of staff required for this project including number of hours per staff, number of days and hourly rate (inclusive of all charges) for personnel engaged in the Physical Inventory count during normal business hours, 8:00 am to 5:00 pm				
<b>Supervisor/Project Manager</b>				\$ /HR
<b>Inventory counter (s)</b>				\$ /HR
<b>Other costs-specify</b>				\$ /HR

**Note: The Toronto Zoo will use Column A x B x C x D to determine overall total cost**

Discount allowed for prompt payment and period within which invoice must be paid to qualify.	%	
		<b>Discount/Donation</b>
<p><b>Charity Status:</b> The Toronto Zoo is a registered charitable organization (registration #BN 119216398RR0001) and accordingly may be eligible for preferred pricing which should be reflected in the Quotation as submitted.</p>		

**SUBMISSION LABEL**

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

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Vendor Name \_\_\_\_\_

**RFQ 49 (2019-09) – EXTERNAL PHYSICAL INVENTORY AUDIT SERVICES**

**Due Date: Thursday, 2019-09-24**

**TO BE RETURNED TO**

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

**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 complete this form and submit by email to [purchasing@torontozoo.ca](mailto:purchasing@torontozoo.ca) or by fax or (416) 392-6711 prior to the official closing date.

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

Other reasons or additional comments (please explain):

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

**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

<b>Name of Bidder:</b>	
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