



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

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**Chair**  
Councillor Paul Ainslie  
**Interim Chief Executive Officer**  
Robin D. Hale

2018-02-26

**REQUEST FOR PROPOSAL  
WINTERIZED PEOPLE MOVER  
(ZOOMOBILE)  
RFP 03 (2018-02)**

The Toronto Zoo (**Zoo**) requests Proposals to select a qualified professional experienced company to design, manufacture and deliver two (2) new **people mover zoomobile (Zoomobile)**. It is the Toronto Zoo's intent to purchase two (2) **Zoomobile**; one (1) **Zoomobile** to be delivered in 2018 and one (1) **Zoomobile** to be delivered in 2019, subject to the budgetary constraints.

The proposed vehicle purchase will support the mission, vision, goals and objectives of the 2015-2020 Strategic Plan, specifically Goal 2 which is "*to enhance the guest experience to appeal to a more diverse audience and inspire conservation action.*" and, the 2016 Capital Master Plan.

Please 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 Adobe Acrobat 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).

**Due Date:** Proposal to be delivered to the office of **Purchasing & Supply, Toronto Zoo, Administrative Support Centre, 361A Old Finch Ave., Toronto, Ontario, M1B 5K7** by:

**Friday, 2018-03-23 by 1200 hours (noon), local time**

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

If you have any queries regarding this request for proposal, please contact Mr. Peter Vasilopoulos, Supervisor of Purchasing & Supply at [pvasilopoulos@torontozoo.ca](mailto:pvasilopoulos@torontozoo.ca).

Yours truly,

Paul K. Whittam  
I/ Director, Administrative Services

**Table of Contents**

<b>SECTION</b>	<b>SECTION DESCRIPTION</b>	<b>PAGE (S)</b>
<b>RFP LETTER</b>	Invitation Letter	1
<b>T.O.C.</b>	Table of Contents	2
<b>1.0</b>	Instructions	3
<b>2.0</b>	General Terms	4
<b>3.0</b>	Background and Scope of Work	5
<b>4.0</b>	Proponent Submission Requirements	6
<b>5.0</b>	Schedule of Events	7
<b>6.0</b>	Proposal Evaluation Criteria	9
<b>7.0</b>	Contract Requirements	10
<b>8.0</b>	Terms & Conditions	11
<b>9.0</b>	Submission Forms	16
	Submission Label	28
	Notice of No Bid	29
<b>Appendix A</b>	Specifications	30
<b>Appendix B</b>	Draft Build Sheet	37
<b>Appendix C</b>	Accessibility for Ontarians with Disabilities Standards	38

## 1.0 INSTRUCTIONS

- 1.1 Ensure that you have received all **38** pages of the RFP package.
- 1.2 Complete ALL FORMS by due date and time received on or before **2018-03-23 by 1200 hours (noon) local time** or your Proposal will not be considered. Include signed copies of any addenda with your submission package. Use the attached submission label when you submit your response and deliver to the Toronto Zoo
- 1.3 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 Adobe Acrobat 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).
- 1.4 If the Toronto Zoo determines that an amendment is required to this RFP, the Toronto Zoo representative will issue by email or post a written addendum on the Toronto Zoo Website that will form part of this RFP. It is the responsibility of the bidder to check the website and to download the addendum from the Toronto Zoo's website. No amendment of any kind to the RFP is effective unless it is provided by email or posted in a formal written addendum on the Toronto Zoo website. Upon submitting a Proposal, Proponents will be deemed to have received notice of all addenda and acknowledged on the submission form.
- 1.5 Proposals must not be submitted by facsimile or email.
- 1.6 Unless otherwise indicated herein, the prices stated are payable in Canadian Funds, excluding HST.
- 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 Prices shall remain in effect for a period of ninety (120) days from the Proposal due date.
- 1.9 The Successful Proponent will conform to and enforce strict compliance with the Occupational Health and Safety Act R.S.O. 1990, as amended (OHSA) and Workplace Safety and Insurance Board (WSIB) in the performance of the Work/Services.
- 1.10 The Successful Proponent must adhere to all relevant Toronto Zoo policies, including, but not limited to, the Toronto Zoo Health and Safety Policy, the Working in the Vicinity of Animal Containments Policy and the Vehicles on Site Policy, copies of which the Chief Operating Officer (COO) shall supply to the Successful Proponent.
- 1.11 The Successful Proponent shall keep proper record of accounts including supporting documents for the services rendered as a result of this RFP and these records of account shall be open for inspection and/or audit by the Zoo upon reasonable request during normal business hours at the Zoo. Such records shall be retained for two (2) years following the completion of the services.
- 1.12 The RFP should not be construed as an offer or a contract to purchase goods or services.
- 1.13 Proponents shall not issue any news releases or make any public announcements concerning the RFP, the awarding of this or any contract or any element of the subject project without the prior written consent of the Toronto Zoo and then, only in coordination with the Toronto Zoo.
- 1.14 For any questions concerning this RFP, please direct your inquiry to:

Peter Vasilopoulos  
Supervisor, Purchasing & Supply  
Tel: 416-392-5916  
E-mail: pvasilopoulos@torontozoo.ca

## 2.0 GENERAL TERMS

- 2.1 The following definitions will apply to this Request for Proposal and to any subsequent Contract:
- 2.1.1 **“Board” or “Toronto Zoo”** means the Board of Management of the Toronto Zoo;
  - 2.1.2 **“CEO”** means the Chief Executive Officer of the Toronto Zoo;
  - 2.1.3 **“COO”** means the Chief Operating Officer or designate of the Toronto Zoo;
  - 2.1.4 **“Contractor”** means the person, partnership or corporation contracting with the Board to provide the required Services;
  - 2.1.5 **“Contract”** means acceptance by the Toronto Zoo (by way of written acknowledgement, Agreement, Contract or Purchase Order) to furnish Services for money or other considerations;
  - 2.1.6 **“Contract Price”** means the price payable under the contract to the 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;
  - 2.1.7 **“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;
  - 2.1.8 **“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;
  - 2.1.9 **“Project Co-ordinator”** is the person designated by the Board to manage the project for the Toronto Zoo;
  - 2.1.10 **“Proponent”** means an individual or company that submits or intends to submit, a proposal in response to this Request for Proposal;
  - 2.1.11 **“Proposal Price”**, **“Contract”** and **“Contract Documents”** have the meanings set out therefore in clauses contained in these documents;
  - 2.1.12 **“Request for Proposal (RFP)”** means the RFP document in its entirety, inclusive of any addenda that may be issued by the Toronto Zoo;
  - 2.1.13 **“Services” or “Work”** means everything that is necessary to be performed, furnished delivered by the Proponent to meet the Proponent’s obligation under this Contract;
  - 2.1.14 **“Successful Proponent”** means the Preferred Proponent with whom the Board intends to negotiate an awarded Agreement.

### 3.0 BACKGROUND AND SCOPE OF WORK

#### 3.1 Background Information

3.1.1 The Toronto Zoo was founded to exhibit and conserve animal, plant, and fish species and has become well known for advancing wildlife conservation, often in partnership with governments, not for profits, and other Zoos at the local, national and international scale.

3.1.2 At about 287 hectares (710 acres) the Toronto Zoo is one of the world's largest Zoos. The Toronto Zoo is divided into geographic zones of the world each representing the natural habitat and species of the world region.

3.1.3 Promoting wildlife conservation, sustainability and biodiversity are the key parts of the Zoo's mission, and is reflected in its scientific research, programming and educational outreach. The Strategic Plan for the Toronto Zoo seeks to further enhance the Toronto Zoo's efforts at wildlife conservation excellence with a focus on Canadian species. A Master Plan currently being completed will reinforce this objective through sustained and focused capital investment over the next 15 to 20 years. Please see the following link to review the Strategic Plan

<http://www.torontozoo.com/ExploreTheZoo/Vision/>

3.1.4 The Toronto Zoo, is a premier leisure destination in Ontario attracting around 1.25 million visitors annually within a highly competitive market. The Toronto Zoo generates enough revenue from attendance and on site spending to cover approximately 80 percent of its operating costs including its conservation and educational programming. The balance of its operating costs are covered by the City of Toronto as the Toronto Zoo is an agency of the City of Toronto. Some conservation activity is funded by government grants. The Toronto Zoo is currently establishing a foundation to help it with its funding and programming needs.

3.1.5 The Toronto Zoo is a complex business with a diversity of people talent in areas such as animal care, trades, horticulture, animal nutrition, veterinary science, and reproductive biology. As such the Zoo is highly focused on the use and creation of knowledge. A challenge for the Toronto Zoo is attracting, motivating, and retaining talent especially given workforce succession.

3.1.6 The Toronto Zoo works in partnership with its local and regional institutions. Key institutional partners are Parks Canada at the Rouge National Urban Park (RNUP), the Toronto and Region Conservation Authority, City of Toronto, the Ministry of Natural Resources and the Universities of Toronto (Scarborough campus), York and Guelph. The Toronto Zoo views part of its future success tied to effective collaboration with these partners.

3.2 a) At the Zoo's sole discretion, this RFP may also be used to establish a **Zoo Fleet Standard Model and a Preferred Proponent(s)** for the future purchase of additional **Zoomobiles**. Alternatively, the Toronto Zoo in its sole discretion may choose to issue a new RFP for the purchase of any additional **Zoomobiles**.

The Zoo is seeking to identify and select a qualified supplier that has the knowledge, technical resources, experience, reputation and capacity to design, manufacture, deliver and provide continuous support and service for the **Zoomobile**.

The vehicle and equipment offered must provide optimum performance to be utilized at capacity on an ongoing basis at various elevations in adverse geographical and weather conditions.

The **Zoomobile** is to be the current production model with all the latest updates including, all manuals, instructions, training and requested spare parts.

For the detailed requirements for the **Zoomobile**., refer to: **Appendix A –Specifications**

- 3.2 b) The Zoo's existing fleet of open-air people-movers has been operating at the Zoo since the 1980s.

The existing vehicles provide guided tour and transportation services to over 150,000 guests during the summer months. Each mover consists of an open air drive unit and 3 tow behind open air coaches & carries approximately 100 -120 guests at a time.

The current Zoomobiles are operating from approximately May 1 to October 15.

It is the Zoo's intention to further enhance the visitor experience at the zoo by offering them a warm and comfortable tour/transportation of the Zoo during the colder months by way of enclosed and heated Zoomobiles. The intention is the new Zoomobiles will be dual duty, enclosed in the winter with operable doors and windows for the summer months. In the warmer months the expectation is to have the doors removable to return to the open air type vehicle.

The winter route will slightly differ from the winter route as it will be a little shorter but take the visitors to different parts of the zoo than they would normally have access to in the summer.

#### 4.0 PROPONENT SUBMISSION REQUIREMENTS

**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 Adobe Acrobat PDF) on a CD or flash drive in a sealed package or envelope are to be submitted by **Friday, 2018-03-23, by 1200 hours (noon) local time**. 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.

Responses to the RFP may be submitted on behalf of an individual firm, strategic partnerships, joint ventures or consortiums, however a single firm must be identified as the primary contact as required to issue a purchase order or execute a contract with the Toronto Zoo.

**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.**

Please submit a proposal based on the above, with the following information required:

1. Signed Proposal Submission Form
2. Cover page
3. Table of contents- Include all page numbers identifying all included material.
4. Executive summary
5. Proponent profile summary of corporate history and list major clients and business partners
6. Manufacturing operation including:
  - a. Detailed description including the specific plant location where the manufacturing will occur
  - b. Details on capacity and capability to design and build Zoomobile
7. Delivery schedule to meet Zoo requirements
8. Outline of staff training program
9. Warranty and on-going maintenance
10. Spares parts and after sales service:
  - a. The Bidder shall confirm adequate availability of spare parts and after sales services in Canada for the Zoomobile.
11. Outline the availability of electronic copies of various service manuals:
  - a. One (1) complete set of wiring schematic specific to this unit
  - b. One (1) engine operational maintenance manual and CD specific to this unit
  - c. One (1) transmission operational manual and CD specific to this unit
  - d. One (1) parts CD specific to this unit

## 5.0 SCHEDULE OF EVENTS:

The following is the **intended** schedule for this RFP:

Release of RFP	<b>2018-02-28</b>
Proponents' Question Deadline	<b>2018-03-09</b>
Submission Due	<b>2018-03-23</b>
Interviews, if necessary	<b>2018-04-16</b>
Notification of Award By the Toronto Zoo	<b>2018-06-01 to 2018-06-08</b>
Vehicle Delivery	<b>2018-11-01</b>

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

**QUESTIONS ON BID DOCUMENTS (QBD)**

Deadline: Friday, 2018-03-09

Contact:

To: The Toronto Zoo  
361A Old Finch Avenue  
Toronto, ON M1B 5K7  
Tel: (416) 392-5916  
Fax: (416) 392-6711  
Attn: Peter Vasilopoulos  
pvasilopoulos@torontozoo.ca

From:	_____	Date:	_____
Firm:	_____	Tel:	_____
Spec Section:	_____	Paragraph(s):	_____
Drawing Sheet:	_____	Detail(s):	_____

Question(s):

Mark this box if the QBD can be answered by Bidder’s review of the documents. Reply with location(s) where the information can be obtained.

Reply:	
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By: _____	Firm: _____	Date: _____
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The reply is an answer to a Bidder’s question. The reply does not change the Bid Documents unless the information contained therein is issued in an Addendum. At the sole discretion of the City, the question and reply may be returned to the questioner and distributed to all bidding general contractors for informational purposes.



## **6.0 PROPOSAL EVALUATION CRITERIA**

- 6.1 The Proponent is urged to ensure that its Proposal is submitted in the most favourable terms in order to reflect the best possible potential, since less than best potential could result in exclusion of the Proposal from further consideration.
- 6.2 The 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.
- 6.3 An Evaluation Team comprised of representatives designated by the Zoo will evaluate responses to the RFP.
- 6.4 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
- 6.5 Step 1 – Initial Review of Responses

The Zoo will open only those Proposals received by the Proposal Deadline and time specified within this RFP. Immediately upon opening, the Zoo will review each Proposal for compliance with the instructions and conditions applicable to this RFP. The Zoo, at its option, may seek Proponent retraction and clarification of any discrepancy/contradiction found during its review of Proposals.
- 6.6 Step 2 – Evaluation of Submitted Proposals
  - 6.6.1 The Evaluation Team will evaluate each submitted Proposal, that has passed through Step 1, on criteria that will include, but not necessarily be limited to, the following:
    - 6.6.2 Suitability for intended operations, conformance to equipment specifications, equipment capabilities (25 points)
    - 6.6.3 Service, warranty and training (10 points)
    - 6.6.4 Delivery date (10 points)
    - 6.6.5 Manufacturer and dealer history (10 points)
    - 6.6.6 Pricing, itemized , equipment options, FOB Toronto Zoo 361A Old Finch Ave. Toronto, ON M1B 5K7 (35 points)
    - 6.6.7 References (10 points)
- 6.7 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.
  - 6.7.1 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.

- 6.7.2 The Zoo may, at its discretion, eliminate a Proposal from further consideration if it deems the overall cost to be prohibitive.
- 6.7.3 A short-list of suitable Proponents may be established who may be invited to Step 3 to provide presentations related to their Proposal.
- 6.8 Step 3 – Evaluation of Presentations (If Required)
  - 6.8.1 Invited Proponent(s) shall provide presentations in support of their Proposals or to demonstrate or otherwise expand on the information contained therein.
  - 6.8.2 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.
  - 6.8.3 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.
- 6.9 The final score is then calculated as illustrated in the following table:

<b>Evaluation</b>	<b>Score</b>
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)
<b>Total maximum score excluding Presentation</b>	<b>100</b>
<b>Total maximum score including Presentation</b>	<b>150</b>

- 6.10 By responding to this Proposal, the Proponent agrees to accept the recommendation of the Evaluation Team as final.
- 6.11 All Proposals shall be submitted by the Proponent on the understanding that the Proposals shall become the property of the Zoo.

**7.0 CONTRACT REQUIREMENTS**

**7.1 Contract Form:**

The Successful Proponent shall be retained through the issuance of a purchase order or an agreement (at the discretion of the COO), which shall include the terms and conditions of this Request for Proposal. For reference, a sample Staging and Service Agreement is included in Appendix II.

**7.2 Negotiations and Agreement**

The award of any Agreement will be at the absolute discretion of the Toronto Zoo. The selection of the Preferred Proponent will not oblige the Toronto Zoo to negotiate or execute an Agreement with that Preferred Proponent.

The Toronto Zoo shall have the right to negotiate on such matter(s) as it chooses with the Preferred Proponent without obligation to communicate, negotiate or review similar modifications with other Proponents. The Toronto Zoo shall incur no liability to any other Proponent as a result of such negotiation or alternative arrangements.

During negotiations, the scope of the services may be refined, issues may be prioritized, responsibilities among the Proponent, all staff and sub-consultants provided by it and the Board may be settled and the issues concerning implementation may be clarified.

If any Agreement cannot be negotiated within thirty (30) business days of notification to the Preferred Proponent, the Toronto Zoo may, at its sole discretion, choose to continue negotiations for a period of time, terminate negotiations with that Proponent and negotiate an Agreement with another Proponent or abort the RFP process and not enter into any Agreement with any of the Proponents.

## **8.0 TERMS AND CONDITIONS**

### **8.1 Proponent Assurance:**

Unless otherwise stated, the goods, material, articles, equipment, work or services, specified or called for in or under this Proposal, shall be delivered or completely performed, as the case may be, by the Proponent as soon as possible and in any event within the period set out herein as the guaranteed period of delivery or completion.

### **8.2 Country of Origin:**

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

### **8.3 Invoicing:**

Unless otherwise indicated herein, the prices stated are payable in Canadian Funds at the head office of the Toronto Zoo. HST Registrants shall show Harmonized Sales Tax as a separate item and shall indicate the HST registration number on the invoice. Any other applicable taxes shall be shown as a separate line item.

The Proponent shall clearly show any special charges as separate items on the invoice.

Payments to non-resident Proponents may be subject to withholding taxes under the Income Tax Act (Canada). Unless a non-resident Proponent provides the Toronto Zoo with a letter from Revenue Canada Taxation waiving the withholding requirements, the Toronto Zoo will withhold the taxes it determines are required under the Income Tax Act (Canada). Further information is available at the [CRA website, www.cra-arc.gc.ca](http://www.cra-arc.gc.ca)

### **8.4 Right to Cancel:**

The Toronto Zoo shall have the right to cancel at any time this Proposal or any contract or any part of any contract resulting from this Proposal in respect of the goods, material, articles, equipment, work or services set out in this Proposal or any such contract or part of such contract, not delivered or performed at the time of such cancellation, and the Toronto Zoo will not be responsible to make any payments in respect of any such goods, materials, articles, equipment, work or services and shall not incur any liability whatsoever in respect thereto.

In the event that the Proponent fails or neglects by any act or omission to comply with any of the conditions set out herein, this Proposal or any contract resulting from this Proposal may be unconditionally cancelled by the Toronto Zoo without notice to the Proponent.

### **8.5 Interest:**

The Bidder/Proponent shall not be entitled to any interest upon any bill on account of delay in its approval by the Toronto Zoo.

**8.6 Official Agreement:**

No verbal arrangement or agreement, relating to the goods, material, articles, equipment, work or services, specified or called for under this Proposal, will be considered binding, and every notice advice or other communication pertaining thereto, must be in writing and signed by a duly authorized person.

**8.7 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.

**8.8 Safety:**

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

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

**8.9 Indemnity:**

The Proponent shall at all times well and truly save, defend, keep harmless and fully indemnify the Toronto Zoo, the Board of Management of the Toronto Zoo, the City of Toronto, the Toronto & Region Conservation Authority, and their servants, employees, officers, agents and invitees, from and against all actions, suits, claims, demands, losses, costs, charges, damages, and expenses, brought or made against or incurred by 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 Proposal, 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.

**8.10 Governing Law**

This RFP and any Proposal submitted in response to it and the process contemplated by this RFP including any ensuing Agreement shall be governed by the laws of the Province of Ontario. Any dispute arising out of this RFP or this RFP process will be determined by a court of competent jurisdiction in the Province of Ontario

**8.11 Guaranty of Proposal:**

All goods, material, articles, equipment, work or services, specified or called for in or under this Proposal, shall be supplied or performed at the price or process and on the basis set forth or referred to in and in accordance with the offer and this Proposal. The basis on which this Proposal is given shall include any specifications, plans, price schedules, samples, addenda or other details pertaining thereto, or provided in connection therewith.

**8.12 Formal Contract:**

The Proponent may be required and shall, if requested by the Toronto Zoo, execute and enter into a formal contract that is satisfactory to the solicitor for the Toronto Zoo, in order to document the contract resulting from this Proposal and to embody indemnity and related provisions that in the opinion of such solicitor are required to protect the Toronto Zoo.

**8.13 Warranty of Product:**

The Proponent warrants any goods, material, articles or equipment, to be supplied under or pursuant to this Proposal, that is or are to be made or used for particular purpose, will be fit and suitable for that purpose.

**8.14 Environmental Commitment – G.I.P.P.E.R.**

G.I.P.P.E.R. Statement of Principle – The Toronto Zoo in 1990-07-23, adopted the following G.I.P.P.E.R. (Governments Incorporating Procurement Policies to Eliminate Refuse Committee) Statement of Principle in order to contribute to waste reduction and to further the development and awareness of Environmentally Sound Purchasing.

“In order to contribute to waste reduction and to increase the development and awareness of Environmentally Sound Purchasing, acquisitions of goods and services will ensure that wherever possible specifications are amended to provide for the expanded use of durable products, reusable products and products (including those used in services) that contain the maximum level of post-consumer waste and/or recyclable content, without significantly affecting the intended use of the products or service. It is recognized that cost analysis is required in order to ensure that the products are made available at competitive prices”

All Proponents are encouraged to be pro-active in assisting the Toronto Zoo in achieving this principle. Alternative goods & services, suggested by the Proponent, addressing the above principle will be considered by the Toronto Zoo, within a reasonable price range.

**8.15 Proposal/Quotation Costs:**

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

The Toronto Zoo shall not be responsible for or liable to pay any proposal/quotation costs of any proponent regardless of the conduct or outcome of the proposal/quotation Request, Purchase Order process or Contract process.

**8.16 Copyright:**

All final custom designs, artwork, etc. shall become the property of the Toronto Zoo. The Toronto Zoo shall retain sole copyright of all work that is developed or created at the request of the Toronto Zoo and the Proponent shall have no rights of sale or production other than the use for personal promotion of the author.

**8.17 Addendum**

If the Proponent finds discrepancies in or omissions from these Specifications or if he/she is in doubt as to their meaning, he/she shall notify the Toronto Zoo, who may issue a written addendum. The Toronto Zoo will make oral interpretations of the meaning of these documents and drawings.

If an addendum(s) are issued by the Toronto Zoo during the proposal period, such addendum(s) must be acknowledged by the Proponent in writing in their pricing submission.

**8.18 Ownership of Deliverables**

All deliverables, reports and supporting documents furnished by the Contractor/Consultant in its performance of the Services/Work will become the exclusive property of the Toronto Zoo.

**8.19 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.

**8.20 Performance:**

All work to be done under the Contract shall be done to the satisfaction of the Toronto Zoo or their representative authorized to act for them, and the materials and process of preparation and manufacture shall at all times be subject to their examination and inspection and rejection in any stage of the preparation or manufacture.

**8.21 Co-ordination of Work:**

The proponent shall co-ordinate all work with the Toronto Zoo or their representative authorized to act for them, to ensure co-ordination and timely execution of service.

**8.22 Education Institute Status**

The Toronto Zoo is a registered educational institute and accordingly may be eligible for preferred pricing which should be reflected in the Tender as submitted

**8.23 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.

**9.0 SUBMISSION FORMS**

The undersigned Proponent having reviewed and fully understood the RFP and all terms and requirements of the RFP and all terms and conditions of the RFP and information provided, hereby submits the attached Proposal and supporting materials (“the Proposal”) in accordance.

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

We acknowledge the receipt of the following Addenda related to this Request for Proposal and have incorporated the information received in preparing this Proposal

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, print name	Title:
Signature:	Date:
Name and Contact Name (for communication related to this RFP, please) print name	Title:
Address:	
Telephone #:	Fax #:
Email:	Web Site:
HST #:	



*In accordance with Appendix A- SPECIFICATIONS.*

The net unit cost (**base price**), for the equipment offered, showing HST separately. Include an itemized list/description of all inclusions. i.e. warranty coverage, equipment options, engine size etc.

Prices to be quoted as per in Canadian funds, Toronto Zoo, Fleet Service, 361A Old Finch Ave, Toronto, ON M1B 5K7, CANADA, including all pre-delivery, delivery, brokerage, duties, insurance costs, transportation, etc.

<b>Winterized People Mover (Zoomobile)</b>				
<b>State Make and Model of Base Tram Style, Zoomobile</b>				
	<b>Item</b>	<b>Cost (\$CAD) Gasoline</b>	<b>Cost (\$CAD) Diesel</b>	<b>Cost (\$CAD) Electric</b>
<b>1</b>	<b>Complete Base PEOPLE MOVER VEHICLE (per unit):</b> (State in Canadian Funds; exclude taxes			
	Price Per Drive Unit	\$	\$	\$
	Price Per Trailing Unit	\$	\$	\$
<b>2</b>	<b>Other:</b>	\$	\$	\$
<b>3</b>	<b>Environmental Tax:</b>	\$	\$	\$

Non-Winterized People Mover (Zoomobile)				
State Make and Model of Base Tram Style, Zoomobile				
	Item	Cost (\$CAD) Gasoline	Cost (\$CAD) Diesel	Cost (\$CAD) Electric
<b>1</b>	<b>Complete Base PEOPLE MOVER VEHICLE (per unit):</b> (State in Canadian Funds; exclude taxes)			
	Price Per Drive Unit	\$	\$	\$
	Price Per Trailing Unit	\$	\$	\$
<b>2</b>	<b>Other:</b>	\$	\$	\$
<b>3</b>	<b>Environmental Tax:</b>	\$	\$	\$

**9.1** Proponents are to provide information on what cost savings could be achieved by ordering two (2) Zoomobile for delivery at the same time.

	Description of cost savings	Cost (\$CAD)
1.		\$
2.		\$
3.		\$

**Equipment** – Describe efficiencies or innovations in manufacturing, maintenance benefits, replacement components that contribute positively to overall Best Value and Total Cost of Ownership:

--

**9.2 WARRANTY**

Warranty information including extended warranties. Any additional information is to be described in the Proposal.

	<b>Response</b>
Minimum of three (3) years bumper-to-bumper warranty on the drive and trailing units, from the date of delivery and final acceptance by the Toronto Zoo.	
Designate where all warranty work will be completed.	

**9.3 DEMONSTRATION**

	<b>Response</b>
Availability, location and notification required to arrange for a demonstration and testing of similar Zoomobile proposed.	

**9.4 LEAD TIME FOR DELIVERY**

The Toronto Zoo expects delivery to be within five (5) months from the time of award. We guarantee to deliver the Zoomobile F.O.B. (freight pre-paid, brokerage, duty and insurance) to: Toronto Zoo, Fleet Service, 361A Old Finch Ave, Toronto, ON M1B 5K7, CANADA.

	<b>Response</b>

Lead time for manufacture and delivery once the final specification is approved by the Toronto Zoo:	
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### 9.5 CORPORATE PROFILE

Provide a brief description of the Proponent's current business.

<b>Corporate</b>		
<b>13.1</b>	<b>Registered Business Name</b>	
<b>13.2</b>	<b>Operating Business Name</b>	
<b>13.3</b>	<b>Location of Head Office</b>	
<b>13.4</b>	<b>Number of Years in People Moving Vehicle Design &amp; Manufacture Business</b>	
<b>13.5</b>	<b>Number of Employees</b>	

### 9.6 KEY FACILITY LOCATIONS

#### **Manufacturing Plant**

<b>Provide ISO Information</b>	
<b>Business Name:</b>	
Address:	
Phone:	
Website:	

**9.7 WARRANTY AND REPAIR SERVICE CENTRE**

State location of nearest affiliate service facilities with factory authorized technicians:

<b>Business Name:</b>	
Address:	
Phone:	
Website:	
State the procedure for handling warranty claims:	

**9.8 MRO PARTS DISTRIBUTION CENTRE**

<b>Business Name:</b>	
Address:	
Phone:	
Website:	
Total value of Inventory at this location:	
Regular Lead Time for Delivery of Parts:	
Guaranteed Lead Time for Delivery of Critical Parts:	
List critical parts and inventory levels	

**9.9 SUPPORT & SERVICE**

State programs and procedures for ongoing support and service to ensure minimum downtime:

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**9.10 TECHNICAL INFORMATION**

		<b>Response</b>
<b>1</b>	<b>Describe Design – Build Methodology</b>	
<b>2</b>	<b>Confirm Compliance to All Applicable Safety Standards</b>	
<b>3</b>	<b>Build Options</b> – Provide an example of how build options will be presented to the Toronto Zoo for the purpose of confirming final specifications	
<b>4</b>	<b>Provide calculations showing grade ability and speed</b>	
<b>5</b>	<b>Manufacture Progress Reports</b> - Describe methodology and frequency of status updates once manufacturing starts	
<b>6</b>	<b>Quality Assurance</b> – Provide information on the systems of Quality Control and build specification assurance.	
<b>7</b>	<b>Attach Appendix B - Draft Build Sheet</b> - based on the Base Tram Style People Moving Vehicle specifications in Appendix A, with component prices	

**9.11 WORK PLAN AND SCHEDULE**

Provide a detailed schedule of all activities, phases of design and manufacturing by task, key deliverable and milestone timelines to complete the design, manufacture, testing and delivery of a completely outfitted WINTERIZED PEOPLE MOVER (ZOOMOBILE).

Work Schedule Time		
Activity	Start Date	Number of Weeks
Start Design Process		
People Moving Vehicle Delivery to: Toronto Zoo, Fleet Service, 361A Old Finch Ave, Toronto, ON M1B 5K7, CANADA.		

**9.12 ON-SITE INSPECTIONS**

The Toronto Zoo expects the number of recommended on-site inspections (successful proponent manufacturing facility) for two (2) people and the Toronto Zoo reserves the right to add or delete the number of on-site inspections. Additional inspections will be paid for by the Toronto Zoo and the Toronto Zoo will be credited the amount if they choose to delete an on-site inspection.

		<b>Response</b>
<b>1</b>	<b>Confirm the number and type of on-site inspections recommended</b>	
<b>2</b>	<b>Confirm the number of Toronto Zoo personnel attending the on-site inspections are included in the Base Zoomobile Price</b>	
<b>3</b>	<b>State the Break-out Price for each on-site inspection including two (2) person</b>	\$
<b>4</b>	<b>State the Break-out Price for each additional person per inspection</b>	\$

### **9.13 TRAINING, TECHNICIANS AND PERSONNEL**

Describe types of training that will be provided by Proponent’s professional Trainer:

		<b>Response</b>
<b>1</b>	<b>Fleet and Maintenance</b> – duration of training, number of attendees, number of workshops and Location	
<b>2</b>	<b>Other</b>	

### **9.14 VALUED ADDED SERVICES**

*Preferred Dealer Services* - Provide information on what makes your firm innovative, what is your competitive advantage, what other Services, or leading edge engineering/technology your firm provides that would assist or would be of benefit to the Toronto Zoo if your company is selected:



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**9.15 SUSTAINABLE INITIATIVES AND LEADERSHIP**

**Corporate** - Please provide information on any initiatives, programs and product choices that the Proponent has implemented that could be considered environmental, financial/economic, social/ethically sustainable value:

--

**9.16 REFERENCES**

Provide current references that the Toronto Zoo may contact to verify successful performance of vehicles comparative in quality, size, complexity, with similar equipment set-up.

<b>Vehicle Description</b>	
<b>Approximate Value</b>	
<b>Owner</b>	
<b>Reference Contact</b>	
<b>Telephone and Email</b>	

<b>Vehicle Description</b>	
<b>Approximate Value</b>	
<b>Owner</b>	
<b>Reference Contact</b>	
<b>Telephone and Email</b>	

<b>Vehicle Description</b>	
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<b>Approximate Value</b>	
<b>Owner</b>	
<b>Reference Contact</b>	
<b>Telephone and Email</b>	

<b>Vehicle Description</b>	
<b>Approximate Value</b>	
<b>Owner</b>	
<b>Reference Contact</b>	
<b>Telephone and Email</b>	

### 9.17 PAYMENT OPTIONS

The Toronto Zoo prefers to provide full payment upon delivery, final inspection and acceptance at the Toronto Zoo’s Transit & Fleet.

Provide all payment terms and options available and cost saving strategies that will benefit the Toronto Zoo.

### 9.18 PERFORMANCE ASSURANCE

The Toronto Zoo may, at any time during the period for Acceptance of Proposal determine that a form of performance assurance is required to guarantee that all obligations described in the RFP will be met including delivery timelines.

Time will be of the essence.

The form of performance assurance required will be an Irrevocable Letter of Credit (ILOC) in the amount of 50% of the purchase value issued by the Proponent’s local Financial Institution named below.

**9.19 CONFLICT OF INTEREST**

Proponents shall disclose any actual or potential conflicts of interest and existing business relationships it may have with Toronto Zoo, their elected or appointed officials or employees:

End of Proposal Submission Form

**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 labeled or submitted to an address other than the one listed on this label.

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**Proponent Name**

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**RFP 03 (2018-02)- WINTERIZED PEOPLE MOVER (ZOOMOBILE)**

**Closing: Friday, 2018-03-23, 12:00 hours (noon) local time**

**TO BE RETURNED TO**

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

**NOTICE ON NO BID**

**INSTRUCTIONS:**

It is important to the Toronto Zoo to receive a reply from all invited bidders. If you are unable, or do not wish to submit a bid, please complete the following portions of this form. State your reason for not bidding by checking the applicable box(es) or by explaining briefly in the space provided. It is not necessary to return any other Request for Proposal/Quotation/Tender documents or forms. Please just return this completed form by fax or by mail prior to the official closing date. Purchasing and Supply Fax Number: (416) 392-6711.

<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.	

<u>Other reasons or additional comments (please explain):</u>   
---

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

**APPENDIX A- SPECIFICIATIONS**

<b><u>Drive unit - Winterized</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
<b><u>Power supply</u></b>		
<b><i>Option 1:</i></b> Gasoline with external oil cooler		
Specify OEM, displacement, HP, Torque		
Gasoline engines to be horizontal exhaust		
<b><i>Option 2:</i></b> Diesel with oil cooler		
Specify OEM, displacement, HP, Torque		
Diesels with tier 4 emissions to have vertical exhaust		
auto, manual, & inhibit settings		
<b><i>Option 3:</i></b> Electric power		
Specify OEM, HP, Torque		
Electric vehicles to be lithium ion batteries		
Batteries KWh		
Electric to maintain power for up to 10 hours continuous use		
Electric option to supply battery chargers		
Total Voltage		
Rev limiter on chosen power to 16 KMPH		
Fuel capacity Gas or Diesel 75litre		
All engines to be front mount		
<b><u>Drive train</u></b>		
Automatic transmission		
External transmission cooler		
All wheel drive		
<b><u>Steering</u></b>		
Power assist		
Steering cooler		
Drag link steering dampner, if available		
<b><u>Brakes</u></b>		
Service brakes, air over hydraulic		
Air operated parking brake		
Heated air dryers		
Heated moisture ejector valves		
Air system dump valves		
Disc brake front and rear		
<b><u>Suspension</u></b>		
Rear: multi leaf over axle		
Front: multi leaf over axle		
Front and rear shock absorbers		

<b>Drive unit - Winterized</b>	<b><u>Yes</u></b>	<b><u>No</u></b>
<b><u>Wheels and tires</u></b>		
Tires to be "D" rated all season		
Size 9.5x16.5		
Rims all steel 8 lug painted white with hub caps		
<b><u>Wheel chair accessibility</u></b>		
Wheel chair access able to support 2 wheelchairs		
Wheel chair access ramps to be powered on both sides		
Flip seats & 2 position tie downs		
<b><u>Driver cab</u></b>		
Driver cab to be enclosed with full width visibility window in back wall		
Driver and passenger side to have operable windows and doors		
Wipers with interval		
Heated mirrors		
2 way radio driver controlled		
PA system, Hands free headset for driver and passenger		
Heater		
Air conditioning		
Left side steering		
Passenger side seat		
<b><u>Drive unit</u></b>		
Height not to exceed 120" at highest point including exhaust		
Wheelbase Not to exceed 131"		
Length overall not to exceed 19'6"		
Width overall with 10" steps not to exceed 99"		
Floor height not to exceed 27.5"		
Inside height 63"		
First Step height from ground must be 14"		
Steps to have anti slip coating		
GVWR 4128kg		
Turning radius outside front tire 24'2"		
Turning radius outside front body corner 25'8"		
Moulded full bench fiberglass seats running left to right		
Passenger capacity 21 adults		
Back of seats to have foam padding along top edge for safety		
Disabled capacity 17 adults seated plus 2 wheelchairs		
Operable doors on both sides with operable windows		
Doors to be at each seat location		
Doors to be easily removable for warm weather use		
Units to be heated for cold weather use		
3 roof mount speakers		
3 ceiling mount lights		

<b><u>Drive unit - Winterized</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
Roof mount beacon light		
Head lights with hi-lo beam function		
Turn signal lights with hazard light function LED		
Tail lights LED		
Brake lights LED		
Roof top clearance lights		
Daytime running lights		
Towing attachment at rear of vehicle		
Master power shut off switch		
Service manuals, discs, or software		
4 snow tires on rims per unit		
1 spare all season tire per unit		
1 spare winter tire per unit		

<b><u>Trailing Unit - Winterized</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
Passenger capacity 28 adults		
Height not to exceed 100"		
Wheelbase Not to exceed 131"		
Length overall not to exceed 19'6"		
Width overall with 10" steps not to exceed 99"		
Floor height not to exceed 27.5"		
Inside height 63"		
First Step height from ground must be 14"		
Steps to have anti slip coating		
GVWR 3946kg		
Turning radius outside front tire 24'2"		
Turning radius outside front body corner 25'8"		
Tow points on front and rear of each trailing unit		
Seats to run left to right		
Back of seats to have foam padding along top edge for safety		
Doors on each side with operable windows		
Doors to be removable for warm weather use		
Unit to be heated for cold weather use		
Rear trailing unit to have commentator platform with PA		
<b><u>Wheels and tires</u></b>		
Tires to be "D" rated all season		
Size 9.5x16.5		
Rims all steel 8 lug painted white with hub caps		
<b><u>Suspension</u></b>		
Rear: multi leaf over axle		
Front: multi leaf over axle		



<b><u>Trailing Unit- Winterized</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
<b><u>Brakes</u></b>		
Service brakes, air over hydraulic		
Air operated parking brake		
Heated moisture ejector valves		
Air system dump valves on each trailing unit		
Disc brake front and rear		
<b><u>Steering</u></b>		
Articulated 4 wheel		
<b><u>Electrical</u></b>		
3 speakers roof mounted to work with PA		
3 interior lights roof mounted		
Signal lights LED		
Tail lights LED		
Brake lights LED		
Roof clearance lights		
1 spare all season tire per unit		

	<b><u>Yes</u></b>	<b><u>No</u></b>
<b><u>Drive unit - Summer Use</u></b>		
<b><u>Power supply</u></b>		
<b><i>Option 1:</i></b> Gasoline with external oil cooler		
Specify OEM, displacement, HP, Torque		
Gasoline engines to be horizontal exhaust		
<b><i>Option 2:</i></b> Diesel with oil cooler		
Specify OEM, displacement, HP, Torque		
Diesels with tier 4 emissions to have vertical exhaust		
Diesels with tier 4 diesels to have 3 position regen switch to include:		
auto, manual, & inhibit settings		
<b><i>Option 3:</i></b> Electric power		
Specify OEM, HP, Torque		
Electric vehicles to be lithium ion batteries		
Batteries KWh		
Electric to maintain power for up to 10 hours continuous use		
Electric option to supply battery chargers		
Total Voltage		
Chosen power must be able to navigate 18% grade		
Rev limiter on chosen power to 16 KMPH		
Fuel capacity Gas or Diesel 75litre		
All engines to be front mount		
<b><u>Drive train</u></b>		

<b><u>Drive Unit- Summer Use</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
Automatic transmission		
External transmission cooler		
All wheel drive		
<b><u>Steering</u></b>		
Power assist		
Steering cooler		
Drag link steering dampner, if available		
<b><u>Brakes</u></b>		
Service brakes, air over hydraulic		
Air operated parking brake		
Heated air dryers		
Heated moisture ejector valves		
Air system dump valves		
Disc brake front and rear		
<b><u>Suspension</u></b>		
Rear: multi leaf over axle		
Front: multi leaf over axle		
Front and rear shock absorbers		
<b><u>Wheels and tires</u></b>		
Tires to be "D" rated all season		
Size 9.5x16.5		
Rims all steel 8 lug painted white with hub caps		
<b><u>Wheel chair accessibility</u></b>		
Wheel chair access able to support 2 wheelchairs		
Wheel chair access ramps to be powered on both sides		
Flip seats & 2 position tie downs		
<b><u>Driver cab</u></b>		
Driver cab to be enclosed with full width visibility window in back wall		
Driver and passenger side to have operable windows and doors		
Wipers with interval		
Heated mirrors		
2 way radio driver controlled		
PA system, Hands free headset for driver and passenger		
Heater		
Air conditioning		
Left side steering		
Passenger side seat		
<b><u>Drive unit</u></b>		
Height not to exceed 120" at highest point including exhaust		

<b><u>Drive Unit- Summer Use</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
Wheelbase 131"		
Length overall 19'6"		
Width overall with 10" steps 99"		
Floor height 27.5"		
Inside height 63"		
First Step height from ground must be 14"		
Steps to have anti slip coating		
GVWR 4128kg		
Turning radius outside front tire 24'2"		
Turning radius outside front body corner 25'8"		
Moulded full bench fiberglass seats running left to right		
Passenger capacity 21 adults		
Back of seats to have foam padding along top edge for safety		
Disabled capacity 17 adults seated plus 2 wheelchairs		
3 roof mount speakers		
3 ceiling mount lights		
Roof mount beacon light		
Head lights with hi-lo beam function		
Turn signal lights with hazard light function LED		
Tail lights LED		
Brake lights LED		
Roof top clearance lights		
Daytime running lights		
Towing attachment at rear of vehicle		
Master power shut off switch		
Service manuals, discs, or software		
1 spare all season tire per unit		

<b><u>Trailing Unit - Summer use</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
Passenger capacity 28 adults		
Height not to exceed 100"		
Wheelbase not to exceed 120"		
Overall length not to exceed 18'6"		
Width overall with 10" steps not to exceed 99"		
Floor height not to exceed 27.5"		
Inside Height 63"		
First Step height from ground must be 14"		
Steps to have anti slip coating		
GVWR 3946kg		
Turning radius outside front tire 24'2"		
Turning radius outside front body corner 25'8"		
Tow points on front and rear of each trailing unit		

<b><u>Trailing Unit - Summer use</u></b>	<b><u>Yes</u></b>	<b><u>No</u></b>
Seats to run left to right		
Back of seats to have foam padding along top edge for safety		
Rear trailing unit to have commentator platform with PA		
<b><u>Wheels and tires</u></b>		
Tires to be "D" rated all season		
Size 9.5x16.5		
Rims all steel 8 lug painted white with hub caps		
<b><u>Suspension</u></b>		
Rear: multi leaf over axle		
Front: multi leaf over axle		
<b><u>Brakes</u></b>		
Service brakes, air over hydraulic		
Air operated parking brake		
Heated moisture ejector valves		
Air system dump valves on each trailing unit		
Disc brake front and rear		
<b><u>Steering</u></b>		
Articulated 4 wheel		
<b><u>Electrical</u></b>		
3 speakers roof mounted to work with PA		
3 interior lights roof mounted		
Signal lights LED		
Tail lights LED		
Brake lights LED		
Roof clearance lights		
1 spare all season tire per unit		

**APPENDIX B- DRAFT BUILD SHEET**

BUILD SHEET- Attach a Build Sheet based on the Winterized People Moving Specification.

## Toronto Zoo Accessible Customer Service Training Requirements:

### ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES STANDARDS

#### **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.mcscs.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](http://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](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)