

2021-06-29

**REQUEST FOR PRE-QUALIFICATION
TICKETING SYSTEM SOLUTION
RFPQ 09 (2021-06)
ADDENDUM #1**

This addendum shall be incorporated into, and form part of RFP 13 (2021-05) and take precedence over all requirements of the previously issued bid documents including plans. This addendum must be signed by the bidder (signing officer) in the appropriate space and must be attached to the Form for submission by the bidder. This Addendum consists of one (1) page.

1. Closing date
Original closing date - **Tuesday, 2021-07-06, 12:00 (noon) local time**
Revised closing date - **Tuesday, 2021-07-13, 12:00 (noon) local time**

2. Document Name and Number
Answer:

**REQUEST FOR PRE-QUALIFICATION
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3. Question: Can the zoo provide an estimated Project Start and Go Live date for the ticketing system implementation?
Answer: At this time start and live dates have not been finalized but the anticipated start date will be late Q4 – 2021 and live date before the end of Q2 -2022.

4. Question: Does the zoo require a data migration? If so, how many customer records and years of data?
Answer: 7 years and all customer data.

5. Question: What email system does the zoo currently use?
Answer: Office 365

6. Question: What system is currently used for retail sales, and what spectrum of retail items are sold?
Answer: Retail uses Retail Management System (RMS) and departments include plush, apparel, toys, souvenirs, sundries, games.

7. Question: What type of equipment does the zoo currently have on site? (ie. desktops, laptops, tablets, ticket printers, etc.)
Answer: Desktops and Laptops i5 8GB ram, Windows 10. We will have full wifi on site Q3 2021. As well we use BOCA Systems for ticket printing and EPSON Model: M244A for receipt printing.

8. Question: What zoo system(s) require potential single sign on integration(s)?
Answer: All Systems will require single system sign on

9. Question: What functions are desirable between a ticketing system and Office 365 applications?
Answer: GP365 integration. BI Dashboard for reporting. Mass mailings.

10. Question: Is the Zoo open to a joint submission for these proposal between partner organizations?

Answer: A Supplier may be a private legal entity or any combination of such entities in the form of a joint venture (**Joint Venture**) under and existing agreement or with the intent to enter into such an agreement as supported by a letter of intent. In the case of a Joint Venture, all members shall be jointly and severally liable for the execution of the entire contract if selected by the Toronto Zoo. The Joint Venture shall nominate a representative who shall have the authority to conduct all business on behalf of all members of the Joint Venture during the procurement process and for the execution and performance of any resulting contract.

Receipt of the Addendum shall be acknowledged as part of your submission.

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

If you have any queries regarding this matter, please contact Mr. Peter Vasilopoulos, Supervisor, Purchasing & Supply, at 416-392-5916 or by email pvasilopoulos@torontozoo.ca.

Yours truly,

Peter Vasilopoulos
Supervisor, Purchasing & Supply

I/we hereby acknowledge receipt of this addendum and make allowance in my bid.

Signed (Must be Signing Officer of Firm)

Name of Firm

Date:

END OF ADDENDUM 1