

**Columbus Zoo and Aquarium, Zoombezi Bay
The Wilds, and Safari Golf Club**
(herein referred to as the “Columbus Zoo Family of Parks” or “CZA”)

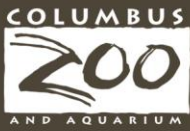
Request for Proposals (RFP)

Issue Date: 7/7/2023

Due Date: 8/11/2023

The Columbus Zoo Family of Parks is seeking proposals from selected security camera management partners to provide a maintenance agreement for three of our four Parks (The Wilds is not included in the RFP). Currently, all maintenance is provided internally for the three Parks.

www.columbuszoo.org



The Columbus Zoo Family of Parks is seeking proposals from selected security cameras management partners (Partner(s)) that can respond to both service requirements either as a sole-source or joint venture proposal for all three proposed facilities under its management and operations. Individual bids for either maintenance or replacement services will not be accepted.

RFP Responses

Responses to the RFP must be received by **5:00 PM (EST) on 8/11/2023** via electronic submission only to: Felix Garcia at felix.garcia@columbuszoo.org. Responses may be submitted via a Dropbox, however you must submit the download response information to Felix Garcia prior to 5:00PM on 8/11/2023. Felix Garcia will acknowledge receipt of submission. No printed copies of the submission are required nor will they be accepted.

Any information contained in the partner's response that is proprietary information must be clearly designated. Indicating that the entire response is proprietary will neither be accepted nor recognized.

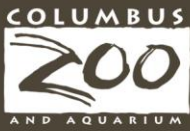
RFP Key Dates

July 2023

- 7/7/2023 – RFP Distributed to Selected Potential Partners via email
- 7/10/2023 – 7/21/2023 (time to be scheduled) – Staff Led Tour of the Columbus Zoo and Aquarium, Zoombezi Bay, and Safari Golf Club (**Note:** Partners are limited to four representatives on the tour and they must be the same four representatives during the entire duration of the tour). Contact to schedule tour is bob.mayes@columbuszoo.org.
- 7/7/2023 - 7/21/2023 5:00 PM (EST) – Period for Questions

All questions regarding the information contained in this RFP must be submitted in writing to Bob Mayes by 7/21/2023 5:00 PM (EST) via e-mail to bob.mayes@columbuszoo.org. Questions submitted after this date will not be answered. All questions and responses will be made available to all partners who have been asked to participate in this RFP. Any oral statements by the Columbus Zoo Family of Parks or its agents are not binding upon the CZA unless and until expressly confirmed in writing by an authorized representative of the CZA or its agents.

- 7/28/2023 5:00 PM (EST) –Answers to all questions will be provided to all partners via email.



August 2023

- 8/11/2023 5:00 PM (EST) - Proposals are due.
- 8/14/2023 – 8/25/2023 – CZA’s leadership review and selection of preferred partner. Contract negotiations to commence immediately thereafter.
- The CZA reserves the right to terminate this process at any time, for any reason. CZA will notify every organization responding via email should this occur.

Potential Partners are to have no other communication regarding this RFP with any staff member of the CZA other than through the process noted above.

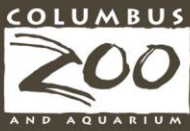
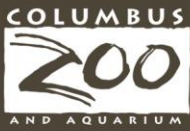


Table of Contents

- I. Introduction
- II. Overview of the Columbus Zoo Family of Parks
 - a. Parks-at-a-Glance
- III. RFP Submission Format
 - a. Cover Letter
 - b. Table of Contents
 - c. Executive Summary
- IV. Evaluation Criteria
- V. Additional Information
- VI. Exceptions
- VII. Appendix A: Insurance Requirements
- VIII. Appendix B: Contractual Definitions and Requirements
- IX. Appendix C: Contract Terms and Conditions
- X. Appendix D – Camera Types and Locations



I. Introduction

The Columbus Zoo Family of Parks is seeking proposals from security cameras management partners at three of our four Parks – the Columbus Zoo and Aquarium, Zoombezi Bay and Safari Golf Club (all located in Powell, Ohio). Currently, all operations are managed and operated internally by the Columbus Zoo and Aquarium technology services team. The selected partner will be expected to provide the following:

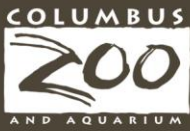
- a. Provide a maintenance agreement for all cameras at the following locations:
 - i. Columbus Zoo and Aquarium
 - ii. Zoombezi Bay
 - iii. Safari Golf Course

The purpose of the maintenance agreement is to provide service and support for all identified cameras at all locations. This includes troubleshooting cameras (with assistance from the tech services team designated for each site) that have been identified as having an issue that prevents a clear image or the inability to record a clear image. Troubleshooting would not be considered complete until an agreed upon fix has been identified. If the agreed upon solution requires a replacement camera, the maintenance agreement would not cover the cost of acquiring the camera. The Columbus Zoo Family of Parks would acquire the replacement camera and the partner would re-mount the camera to achieve the agreed upon result. Troubleshooting hours would be purchased in blocks at an agreed upon price per hour and then used as needed by The Columbus Zoo Family of Parks. The partner would be required to keep track of all hours utilized and provide at least monthly a detailed report of all troubleshooting and camera mounting activity. The troubleshooting clock would not start until the partner is on-site and ready to begin camera work. In exchange for purchasing blocks of hours, The Columbus Zoo Family of Parks will expect a 24-hour dispatch SLA with penalties for not meeting the SLA.

The partner, along with the Columbus Zoo Family of Parks, will provide a schedule that will be executed annually, to replace cameras that have aged out (no longer supported or unreliable) or no longer serviceable. The replacement of these cameras will be agreed upon by the Columbus Zoo and Aquarium and the partner prior to any purchase. The Columbus Zoo Family of Parks will purchase the cameras to be replaced. Camera replacement hours would be utilized from the block of purchased support hours.

While the Columbus Zoo Family of Parks would provide cameras, the partner would provide reasonable mounting hardware for cameras. Further, the Columbus Zoo Family of Parks would provide the network and network connections for all cameras under this agreement.

From time to time, the Columbus Zoo Family of Parks will need consulting from the partner to determine what type/model/brand of camera is suitable to meet a specific need. The



partner would provide this consulting as part of the agreement; however, this service would not be billable.

Cameras located at the Columbus Zoo and Aquarium, Zoombezi Bay and Safari Golf Club (all located in Powell, Ohio) can be moved, removed or camera types changed as changes to existing infrastructure can occur from time to time due to construction, demolition or requirement changes to observe animal behaviors. The number and types of cameras can and will change during the course of collecting RFP's. The Columbus Zoo and Aquarium will provide an updated, detailed list of cameras during the contract negotiation phase.

The leadership of the Columbus Zoo Family of Parks is seeking a dynamic partnership that positions all Parks and its security cameras management partner to deliver and exceed the partnership expectations defined in the RFP.

II. Expected results

- a. All cameras that have been identified in the three locations provided in the RFP will be under an agreed upon maintenance agreement.
- b. All cameras identified in the RFP will be placed on an agreed upon replacement schedule.

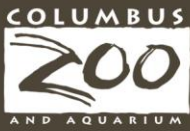
III. Overview of the Columbus Zoo Family of Parks

The Columbus Zoo Family of Parks includes four properties—Columbus Zoo and Aquarium, The Wilds, Zoombezi Bay and Safari Golf Club. Together each year, these family-friendly destinations attract roughly 2.7 million visits and make a global impact, contributing privately-raised funds to support positive local and global conservation.

The Columbus Zoo is home to more than 10,000 animals, representing over 600 species from around the world. The Zoo is a spacious 600-acre complex with a little more than 44 walkable acres. In 2021, the Zoo supported 77 conservation projects in 24+ countries around the world.

The Wilds (information only for this RFP. The Wilds is not included for this RFP) is among one of the largest, cutting-edge conservation centers in North America with a nearly 10,000-acre, open range which is home to more than 500 animals representing 28 rare and endangered species from around the world.

Zoombezi Bay is a 23-acre water park featuring 19 state-of-the-art attractions, from exhilarating slides to a lazy river. It's the only known waterpark in the world whose proceeds support global conservation efforts; Zoombezi Bay generates \$2M a year to help fund Zoo initiatives and conservation efforts locally and worldwide. This is the only property that operates as a for-profit company.



The Safari Golf Club is nestled on 140 acres where several areas are being thoughtfully conserved and are actually “green.” Safari is one of the few golf courses in Ohio and worldwide earning the distinction as a Certified Audubon Cooperative Sanctuary –which means Safari Golf meets stringent standards to use nature friendly products and preserve native wild areas throughout the course.

Parks-at-a-Glance (Cameras)

The Columbus Zoo and Aquarium and Zoombezi Bay

- 269 cameras located across both properties (for detailed camera types, see Appendix D)

Safari Golf Club

- 4 cameras – all located in/near the golf club building (for detailed camera types, see Appendix D)
- No cameras on the golf course itself.

IV. RFP Submission Format

Each partner must submit their RFP response in the order noted below. The proposals should be complete, accurate, organized and concise.

Promotional materials that are not specifically requested should not be included except as appendices.

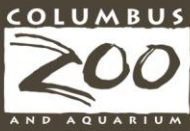
The proposal must meet all the essential requirements of this RFP and must be complete and in proper technical form.

a. Cover Letter

Please provide a cover letter from the person representing the Partner for all contact during the review, evaluation, and contract negotiation process.

Responses should provide a straightforward, concise description of the Partner’s capabilities to satisfy the requirements of the RFP. Responses must be complete and concisely worded and must convey all the information requested to be considered responsive. Pages containing information of a confidential nature should be stamped as such.

Proposals must be made in the name under which the Partner is registered to conduct business, showing the registered and principal business address, and must be signed by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal.



If the Partner takes any exceptions to this RFP, please indicate these exceptions as outlined in the EXCEPTIONS page of this RFP.

b. Table of Contents

Please provide a Table of Contents and a list of Appendices. All pages of your proposal should be numbered.

c. Executive Summary

Please provide an Executive Summary of your entire proposal that includes highlights of what you deem to be the most important aspects of your proposal.

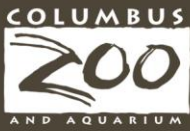
d. Organizational information

- i. Submit a document indicating when the security cameras management organization began operations along with an estimate of the number of distinct customers the security cameras management organization is currently supporting. Include an estimate of the number of cameras being supported.

e. Staffing

- i. Provide a complete staffing/organization chart for management, supervisors, and line support personnel who may be involved with the proposed Columbus Zoo Family of Parks operations. Please provide detailed backgrounds of your senior management and supervisory staff. Describe their proposed responsibilities at CZA.
- ii. The Partner is required to ensure all their employees performing working at the Columbus Zoo Family of Parks pass a criminal background check prior to their first day of work. If the Partner uses temporary staffing agencies, the agencies must conduct the same background checks and comply with the Columbus Zoo Family of Parks requirements as described herein.
- iii. Columbus Zoo Family of Parks is particularly interested in the Partner's plan for staff training. Please provide a description of existing resources. Detail training plans for both exempt and non-exempt employees. Specific steps of service and chronology of training programs are required. Any training or certifications required by law which shall be provided by the Partner at the Partner's expense.

f. Transition Plan



Please detail your transition plan indicating what activities and actions will be undertaken from the time of award of contract until the contract effective date, assumed to be [Some Date]. Include any plans to certify all identified cameras that are included in the maintenance agreement.

V. Additional Information

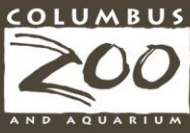
- a. This solicitation does not commit the Columbus Zoo Family of Parks to award a contract or to pay any cost incurred in the preparation of a proposal. The Columbus Zoo Family of Parks reserves the right to accept or reject any or all proposals received, or to cancel in part or in its entirety this proposal if deemed in its best interest to do so.
- b. Partner agrees that its proposal, once submitted, shall remain firm and shall not be withdrawn until accepted or rejected by the Columbus Zoo Family of Parks.
- c. The Columbus Zoo Family of Parks reserves the right to make inquiries of any Proposer (without the requirement that there be notice to any other Proposer of any such inquiry).
- d. The Columbus Zoo Family of Parks shall not be responsible for any cost or expense incurred by the Partner preparing and submitting a proposal or cost associated with meetings, tours, or evaluations of proposals prior to execution of an agreement. This includes but is not limited to any legal fees for work performed or representation by the Partner's legal counsel during any and all phases of the RFP process, including contract negotiation, any appeal or administrative review process, and prior to a contract award.

VI. Exceptions

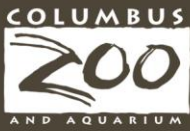
If the Partner takes exception or requires clarification on any points of the RFP before signing an agreement with the Columbus Zoo Family of Parks, please list items on a separate sheet. With each exception, state your proposed wording. All are subject to the discretion and approval of the Columbus Zoo Family of Parks. Therefore, should the Partner and the Columbus Zoo Family of Parks be unable to resolve any exceptions to the mutual satisfaction of both parties, the Columbus Zoo Family of Parks reserves the right to reject the Partner's proposal from any further consideration.

If no exceptions are listed, the Partner agrees to all terms and conditions contained in this entire document.

If exceptions are listed, the Partner agrees to all terms and conditions contained in the entire document, with those noted exceptions.



Exceptions attached: Yes _____
No _____



Appendix A – Insurance Requirements

*Contractor and/or Operator refers to the Partner that is selected to work with the Columbus Zoo Family of Parks.

Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

The insurance requirements herein are minimum requirements for this Contract and in no way limit the indemnity covenants contained in this RFP.

The CZA in no way warrants that the minimum limits contained herein are sufficient to protect the Contractor from liabilities that might arise out of the performance of the work under this Contract by the Contractor, his agents, representatives, employees, or subcontractors. Contractor is free to purchase such additional insurance as may be determined necessary.

I. **MINIMUM SCOPE AND LIMITS OF INSURANCE** - Contractor shall provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the minimum liability requirements provided that the coverage is written on a “following form” basis.

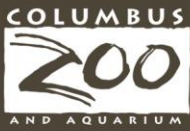
a. Commercial General Liability – Occurrence Form

i. Policy shall include bodily injury, property damage, broad form contractual liability and XCU coverage.

General Aggregate	\$2,000,000
Products – Completed Operations Aggregate	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Each Occurrence	\$1,000,000

ii. The policy shall be endorsed to include the following additional insured language: “The Columbus Zoological Park Association shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor on a primary and non-contributory basis”.

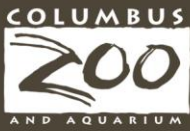
iii. Contractor's subcontractors shall be subject to the same minimum requirements identified above.



- II. **NOTICE OF CANCELLATION:** Each insurance policy required by the insurance provisions of this Contract shall provide the required coverage and shall not be suspended, voided or canceled except after thirty (30) days prior written notice has been given to the CZA, except when cancellation is for non-payment of premium, then ten (10) days prior notice may be given. Such notice shall be sent directly to Columbus Zoo and Aquarium, Attn: Senior Vice President of Finance, 4850 W. Powell Road, PO Box 400, Powell, OH 43065.
- III. **ACCEPTABILITY OF INSURERS:** Insurance is to be placed with insurers duly licensed or authorized to do business in The Columbus Zoo and Aquarium and with an "A.M. Best" rating of not less than A-VII. The Columbus Zoo Family of Parks in no way warrants that the above-required minimum insurer rating is sufficient to protect the Contractor from potential insurer insolvency.
- IV. **VERIFICATION OF COVERAGE:** Contractor shall furnish the Columbus Zoo Family of Parks with certificates of insurance (ACORD form or equivalent approved by the Columbus Zoo Family of Parks) as required by this Contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

All certificates and any required endorsements are to be received and approved by the Columbus Zoo Family of Parks before work commences. Each insurance policy required by this Contract must be in effect at or prior to commencement of work under this Contract and remain in effect for the duration of the project. Failure to maintain the insurance policies as required by this Contract or to provide evidence of renewal is a material breach of contract.

- V. **SAFETY PROGRAM:** Operator must supply Columbus Zoo Family of Parks with a list of safety training provided to staff and any associated safety training records, certificates, etc. for all employees working onsite. Operator must sign the Columbus Zoo Family of Parks Contractor Safety Policy and be compliant with all Columbus Zoo Family of Parks Safety Policies, as well as federal, state, local laws, ordinances, rules and regulations related to employee safety.
- VI. **APPROVAL:** Any modification or variation from the insurance requirements in this Contract shall be made by the Columbus Zoo Family of Parks, whose decision shall be final. Such action will not require a formal Contract amendment but may be made by administrative action.



Appendix B – Contractual Definitions and Requirements

*Contractor and/or Operator refers to the Partner that is selected to work with the Columbus Zoo Family of Parks.

I. OPERATOR'S QUALIFICATIONS

The Operator must submit satisfactory evidence of its ability to furnish products and services in accordance with the terms and conditions of this proposal. The Columbus Zoo Family of Parks reserves the right to make the final determination as to the Operator's ability to provide the services requested herein.

II. OPERATOR'S RESPONSIBILITIES TO INVESTIGATE

The Operator shall fully acquaint itself with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this RFP. It is expected that this will require on-site observation. The failure or omission of an Operator to acquaint itself with existing conditions shall in no way relieve it of any obligation with respect to its proposal or to the contract.

III. TERM

The term of the contract for security cameras management will be a three (3) contract to be renewed annually, commencing on or about January 1, 2024. Operator must have all applicable permits and licenses before commencing operations.

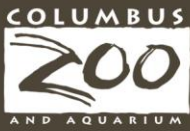
IV. TERMINATION

The contract between the Operator and the Columbus Zoo Family of Parks will define the termination rights of each party, both for cause and not for cause.

The Columbus Zoo Family of Parks may terminate the contract: (a) if the Operator fails to comply with any provision in the contract, and such failure is not remedied thirty (30) days after a written notice from the Columbus Zoo Family of Parks setting forth in reasonable detail the nature of such default; (b) if the Operator ceases to do business as a going concern, ceases to pay its debts as they become due, or admits in writing that it is unable to pay its debts as they become due, or becomes subject to any proceeding under any federal or state bankruptcy law, or a custodian or trustee is appointed to take possession of, or an attachment, execution or other judicial seizure is made with respect to, substantially all of the Operator's assets or the Operator's interest in this Agreement; (c) in the event that the Columbus Zoo Family of Parks, upon reasonable prior notice to the Operator (taking the length of the term of Operator's contract into account), elects to close or otherwise repurpose their primary business operations during the term.

V. BOOKS & RECORDS

Operator will be required to maintain complete and accurate records for all maintenance



requests, all camera purchases and replacements along with the date/time and detailed descriptions and resolution. The Columbus Zoo Family of Parks may request monthly, quarterly, semi-annual or annual meetings to review the performance of the chose operator. The Columbus Zoo Family of Parks reserves the right to audit the Operator's records at any time. The operator will provide the Columbus Zoo Family of Parks all maintenance requests, camera purchase requests, replacement requests along with a detailed inventory of all cameras, including camera type, location, date installed, and all maintenance records associated with each camera for the past ten years from the date of the termination of any agreement.

VI. SUBCONTRACTING

If any part of the work covered by this RFP is to be subcontracted, the Operator shall identify the subcontracting organization and the contractual arrangements made therewith. Any subcontracting must be approved by the Columbus Zoo Family of Parks or its authorized representative. All approved subcontractors shall maintain workers' compensation insurance and liability insurance acceptable to the Columbus Zoo Family of Parks. The successful Operator will also furnish each subcontractor's corporate or company name, address and principal contact. The Operator is solely responsible for all of the activities of its subcontractors. All subcontractor activity will be subject to all of the terms and conditions of the Operator's contract agreement with the Columbus Zoo Family of Parks.

VII. OWNERSHIP OF MATERIALS

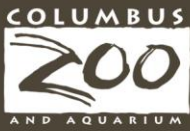
Ownership of all data, material and documentation originated and prepared for the Columbus Zoo Family of Parks pursuant to the contract shall belong exclusively to the Columbus Zoo Family of Parks. Any proposal and other materials submitted by the Operator will be the property of the Columbus Zoo Family of Parks and will not be returned. By submitting a proposal, the Operator waives any and all claims relating to misinterpretation or misunderstanding of specification or because of any misinformation or lack of information.

VIII. ALTERATION OF PREMISES

The Operator may make alterations to the premises only after obtaining prior written approval from the Columbus Zoo Family of Parks through its Vice President of Technology Services. Approval may be withheld at the Columbus Zoo Family of Parks sole discretion. Capital facility improvements or alterations and fixed equipment shall remain on premises upon termination or expiration of the contract, unless the Columbus Zoo Family of Parks notifies the Operator otherwise at the time of the improvement or alteration.

IX. CONFLICT OF INTEREST

The Operator certifies that to the best of its knowledge no employee of the Columbus Zoo Family of Parks nor any member thereof, nor any public agency or official affected by any



agreement that results from this RFP, has any pecuniary interest in the business of the Operator.

X. REGULATIONS

The proposed services shall meet all current, pending and future regulatory requirements of all authorities having jurisdiction over its design, construction and operation, including the federal, state and local laws and statutes including, but not limited to the City of Powell (for the Columbus Zoo and Aquarium, Zoombezi Bay and Safari Golf Club) or any other local municipality in which the service is located.

The Operator shall fully comply with all applicable laws, regulations, and building codes governing non-discrimination in public accommodations and commercial facilities, including without limitation, the requirements of the Americans with Disabilities Act and all regulations thereunder. The Operator will assure that its employees are appropriately trained on serving and interacting with people with disabilities. No contract shall be awarded to any person, firm, joint venture, or corporation that is in arrears or is in default upon any debt or contract or that is a defaulter as surety or otherwise upon any obligation.

XI. DUE DILIGENCE REQUIREMENT

The award of the Agreement pursuant to this RFP may be contingent upon the Operator's timely and successful compliance with the Columbus Zoo Family of Parks due diligence requirements.

XII. CONFIDENTIALITY

Operator acknowledges and agrees that, during the course this RFP submittal process, Operator and Operator's employees, agents and representatives may have access to or learn confidential information concerning the Columbus Zoo Family of Parks which is not generally known by or available to the public and that the Columbus Zoo Family of Parks would suffer damages and, in some instances, irreparable harm, if such Confidential Information were subject to unauthorized use or disclosure. For purposes of the effort, Confidential Information includes, but is not limited to data, materials, files, correspondence, plans, designs, and ideas of the Columbus Zoo Family of Parks, membership and donor information, animal management information and records, scientific research, personal identifying information concerning the Columbus Zoo Family of Parks personnel, information concerning the Columbus Zoo Family of Parks Board of Trustees and its activities, financial records, and other information of a non-public and proprietary nature.

Operator agrees to safeguard and maintain the confidentiality of all Confidential Information to which the Operator or Operator's representatives have access to or receive during or after the termination of its relationship with the Columbus Zoo Family of Parks and to take steps to notify Operator's representatives of their obligations



regarding confidentiality and obligations for protection of confidential data. Operator agrees to notify the Columbus Zoo Family of Parks immediately in the event of any unauthorized use or disclosure of any Confidential Information.

XIII. TAXES

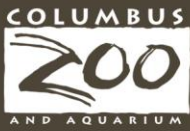
The Operator shall pay all taxes of whatever character which may be levied or charged upon the Operator to use the facilities, or upon the improvements, fixtures, equipment or other property, or upon the operations under the contract.

XIV. EQUAL EMPLOYMENT OPPORTUNITY

In the performance of the work under this Agreement, Operator agrees to comply with all applicable federal, state, and municipal laws prohibiting discrimination based on race, color, religion, sex, national origin, sexual orientation, or any other applicable legally protected status or statute, which shall include but not be limited to: hiring, selection, employment, upgrading, demotion, reassignment, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeships. Operator also agrees that, upon request by the Columbus Zoo Family of Parks, it shall show that it has met such requirements.

XV. ERRORS, OMISSIONS, MINOR IRREGULARITIES AND RETAINED RIGHTS

All information in this RFP, including any addenda, has been developed from the best available sources; however, the Columbus Zoo Family of Parks makes no representation, warranty or guarantee as to its accuracy. Should the Operator discover any significant ambiguity, error, omission or other deficiency in the RFP document, they must immediately notify the RFP contact in writing, via email, prior to the submission of the proposal. The failure of the Operator to notify the RFP contact for submission of proposals below of any such matter prior to submission of its proposal constitutes a waiver of appeal or administrative review rights based upon any such ambiguity, error, omission or other deficiency in the RFP document. The Columbus Zoo Family of Parks reserves the right to waive minor irregularities in proposals. Minor irregularities are defined as those that have no adverse effect on the outcome of the selection process. The Columbus Zoo Family of Parks may waive any requirements that are not material. The Columbus Zoo Family of Parks may make an award under the RFP in whole or in part and change any scheduled dates. CZA reserves the right to use ideas presented in reply to this RFP notwithstanding selection or rejection of proposals. The Columbus Zoo Family of Parks reserves the right to make changes to and/or withdraw this RFP at any time.

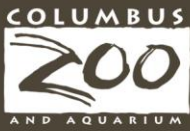


Appendix C – Contract Terms and Conditions

*Contractor and/or Operator refers to the Operator that is selected to work with the Columbus Zoo Family of Parks.

I. OPERATOR RESPONSIBILITIES

- a. The Operator will be responsible required to provide the following:
 - i. Mechanism to be used by designated member(s) of the Columbus Zoo Family of Parks that will alert the operator that a camera has failed or is not presenting viewable images. Further, this mechanism will track the entire lifecycle up to and including the agreed upon resolution. This is usually a ticketing system.
 - ii. Mechanism for requesting an escalation in priority for support or replacement of a camera that has malfunctioned or is not working as expected.
- b. The Operator will be responsible for all camera mounting hardware procurement, installation, adjustments, focusing and overall operation of cameras covered under this agreement.
- c. The Operator, as an independent entity, will indemnify and hold harmless the CZA or its assignees from any and all liability and loss of any nature whatsoever arising out of the removal, installation or adjustment of any camera covered under this agreement.
- d. The Operator will be responsible for maintaining all logistical equipment (i.e. electric carts, dollies, vehicles.) belonging to the operator.
- e. Owner will be responsible for identifying the camera model and type to be used at the Columbus Zoo Family of Parks. Owner may, from time to time, request professional assistance and recommendations from the operator to identify the camera model and type that will best fit the assigned need.
- f. The owner will be responsible for providing an appropriate network connection and power for all cameras covered under this agreement. Camera power will be supplied by POE from an owner provided switch. All camera types will be IP addressable.
- g. At its own cost and expense, the Operator must comply with the insurance requirements as set forth within this RFP.



- h. The Operator shall provide all labor required to maintain all cameras covered under this agreement.
- i. Management of CZA has the absolute right of approval over selection of all on-site personnel employed by the operator. The Columbus Zoo Family of parks reserves the right request the replacement of operator personnel for reasonable cause.
- j. The Operator is required to be an active participant in the CZA's waste reduction and recycling programs and to support the CZA's commitment to sustainable operations and design principles. Operator will ensure that all failed devices covered under this agreement will be recycled when appropriate.
- k. The Operator is responsible for the cost of acquiring, maintaining, and repairing its own trucks and other needed transportation.

II. TECHNOLOGY REQUIREMENTS

a. Infrastructure

CZA will be responsible for operating and maintaining all network equipment and connectivity (e.g., switches, routers, internet connection) and cabling up to the wall jack that is required for adequate camera operations. If the networking equipment present is not adequate, the operator will notify The Columbus Zoo Family of Parks in writing as to why the network is not adequate and what a suggested remediation would be.

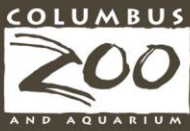
b. Changes to network

Should the operator determine that an existing location where network connectivity is not adequate or not available, the operator will notify the Columbus Zoo Family of Parks in writing and will give the Columbus Zoo Family of Parks at a minimum two (2) weeks' notice to have the network service moved to a new location or repaired.

III. Support Capacity

Operator must provide an adequate level of support staff for all cameras covered under this agreement. Operators staff must be willing to work with the staff from the Columbus Zoo Family of Parks to adequately install, remove, adjust, move or focus all cameras covered under this agreement.

Operator will provide standard coverage to install, remove, adjust, move or focus cameras during a normal working business day (M – F 8:00 AM – 5:00 PM). Operator must provide



to the Columbus Zoo Family of Parks, on an annual basis, those days which the operator deems to be holidays.

Operator may request access to the Columbus Zoo Family of Parks outside of normal working hours in writing. Operators' requests outside normal working hours are considered part of this agreement and would not warrant any additional fees unless agreed upon by The Columbus Zoo Family of Parks and the operator.

There may be cameras located in animal enclosure areas. The operator, prior to entering any area that is not accessible to the public, and may contain an animal will contact the Columbus Zoo Family of Parks to ensure that clearance is given to enter.

IV. CONSERVATION AND SUSTAINABILITY

a. Total Commitment

The Operator will, in good faith, support and participate in existing and future efforts to be a leader in the zoological community for practicing the highest standards in sustainability, recycling, landfill diversion and future conservation and sustainability programs practiced by CZA.

b. Sustainable Purchasing Policy

Conservation, education and excellent animal care are at the core of the CZA's mission. By inspiring people to care and act, CZA is making a difference in our planet's future ecological health and sustainability.

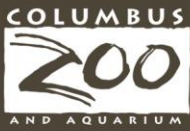
c. CZA is committed to ensuring that its mission and values are reflected in the products and services it procures, and in the suppliers with whom it does business.

d. By preferentially selecting sustainable choices, CZA & its Parks can help to minimizing damage to wildlife, habitat and the environment while stimulating the green economy and benefitting society at large.

e. Suppliers' Commitments

In addition to our own sustainable purchasing commitments, CZA expects its suppliers to:

- i. Take reasonable efforts to avoid contributing to adverse impacts on animals, habitat or the environment and have in place policies and processes that enable them to do so.
- ii. Upon request, disclose information to CZA regarding sustainability efforts and performance for themselves and along their supply chain.



Appendix D – Camera Types and Locations

Types – All Locations (Total 270)

Camera Type	Count
Axis 215 Camera	22
AXIS F34 Network Camera	4
AXIS F44 Dual Audio Input Network Camera	5
AXIS M3005 Network Camera	13
AXIS M3011 Network Camera	2
AXIS M3014 Network Fixed Dome Camera	13
AXIS M3024-L Network Camera	3
AXIS M3025 Network Camera	4
AXIS M3026 Network Camera	8
AXIS M3044-V Network Camera	3
AXIS M3046-V 1.8MM Network Camera	1
AXIS M3046-V Network Camera	2
AXIS M3057-PLVE Fixed Dome Network Camera	4
AXIS M3058-PLVE Fixed Dome Network Camera	23
AXIS M3066-V Network Camera	1
AXIS M3203 Fixed Dome Network Camera	15
AXIS M3204 Fixed Dome Network Camera	1
AXIS M5013-V PTZ Dome Network Camera	2
AXIS M5525-E PTZ Dome Network Camera	3
AXIS P1343 Network Camera	1
AXIS P3225-VE Mk II Network Camera	1
AXIS P3228-LVE Network Camera	1
AXIS P3245-LV Network Camera	1
AXIS P3248-LVE Network Camera	1
AXIS P3343 Fixed Dome Network Camera	3
AXIS P3364 Fixed Dome Network Camera	1
AXIS P3807-PVE Network Camera	5
AXIS P5512-E PTZ Dome Network Camera	23
AXIS P5534 PTZ Dome Network Camera	3

AXIS P5635-E Mk II PTZ Dome Network Camera	1
Axis P8221 I/O Audio Module	1
AXIS Q3709-PVE Network Camera	6
AXIS Q6000-E Mk II PTZ Dome Network Camera	1
AXIS Q6055-E PTZ Dome Network Camera	1
AXIS Q8414-LVS Fixed Network Camera	5
Hanwha Techwin QND-8010R	4
Hanwha Techwin QNP-6320H	1
Hanwha Techwin QNV-7012R	2
Hanwha Techwin QNV-8080R	16
Sony SNC-DH160 Camera	3
Sony SNC-VB6xx/VM6xx/EM6xx Series	58
VICON V1020-WIR-180	1
VICON V1020-WIR-360	1
Total Cameras	270

Types and Location – Safari Golf Course (Total 4)

Location	Camera Type	Count
Golf Course	Hanwha Techwin QND-8010R	4
Golf Course	Total Cameras	4

Types and Location – Columbus Zoo and Zoombezi Bay (Total 266)

Location	Camera Type	Count
CZA/ZB	Axis 215 Camera	22
CZA/ZB	AXIS F34 Network Camera	4
CZA/ZB	AXIS F44 Dual Audio Input Network Camera	5
CZA/ZB	AXIS M3005 Network Camera	13
CZA/ZB	AXIS M3011 Network Camera	2
CZA/ZB	AXIS M3014 Network Fixed Dome Camera	13
CZA/ZB	AXIS M3024-L Network Camera	3
CZA/ZB	AXIS M3025 Network Camera	4
CZA/ZB	AXIS M3026 Network Camera	8
CZA/ZB	AXIS M3044-V Network Camera	3
CZA/ZB	AXIS M3046-V 1.8MM Network Camera	1

CZA/ZB	AXIS M3046-V Network Camera	2
CZA/ZB	AXIS M3057-PLVE Fixed Dome Network Camera	4
CZA/ZB	AXIS M3058-PLVE Fixed Dome Network Camera	23
CZA/ZB	AXIS M3066-V Network Camera	1
CZA/ZB	AXIS M3203 Fixed Dome Network Camera	15
CZA/ZB	AXIS M3204 Fixed Dome Network Camera	1
CZA/ZB	AXIS M5013-V PTZ Dome Network Camera	2
CZA/ZB	AXIS M5525-E PTZ Dome Network Camera	3
CZA/ZB	AXIS P1343 Network Camera	1
CZA/ZB	AXIS P3225-VE Mk II Network Camera	1
CZA/ZB	AXIS P3228-LVE Network Camera	1
CZA/ZB	AXIS P3245-LV Network Camera	1
CZA/ZB	AXIS P3248-LVE Network Camera	1
CZA/ZB	AXIS P3343 Fixed Dome Network Camera	3
CZA/ZB	AXIS P3364 Fixed Dome Network Camera	1
CZA/ZB	AXIS P3807-PVE Network Camera	5
CZA/ZB	AXIS P5512-E PTZ Dome Network Camera	23
CZA/ZB	AXIS P5534 PTZ Dome Network Camera	3
CZA/ZB	AXIS P5635-E Mk II PTZ Dome Network Camera	1
CZA/ZB	Axis P8221 I/O Audio Module	1
CZA/ZB	AXIS Q3709-PVE Network Camera	6
CZA/ZB	AXIS Q6000-E Mk II PTZ Dome Network Camera	1
CZA/ZB	AXIS Q6055-E PTZ Dome Network Camera	1
CZA/ZB	AXIS Q8414-LVS Fixed Network Camera	5
CZA/ZB	Hanwha Techwin QNP-6320H	1
CZA/ZB	Hanwha Techwin QNV-7012R	2
CZA/ZB	Hanwha Techwin QNV-8080R	16
CZA/ZB	Sony SNC-DH160 Camera	3
CZA/ZB	Sony SNC-VB6xx/VM6xx/EM6xx Series	58
CZA/ZB	VICON V1020-WIR-180	1
CZA/ZB	VICON V1020-WIR-360	1
CZA/ZB	Total Cameras	266