

RESOLUTION NO. 2025-

A RESOLUTION OF THE VILLAGE OF PINECREST, FLORIDA, WAIVING THE COMPETITIVE BID REQUIREMENTS AND AUTHORIZING THE VILLAGE MANAGER TO ENTER INTO AN AGREEMENT WITH ZOO SOLUTIONS FOR A PINECREST GARDENS FEASIBILITY STUDY; PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, pursuant to Section 2-288 of the Code of Ordinances, the Village Council may, by majority vote, waive the competitive bidding procedures if determined that it is practical to do so; and

WHEREAS, the Village Manager wishes to enter into a contract with Zoo Solutions for a Pinecrest Gardens Feasibility Study;

BE IT RESOLVED BY THE VILLAGE COUNCIL OF PINECREST, FLORIDA, AS FOLLOWS:

Section 1. That the Village Council hereby waives the procurement code requirements for competitive bidding and authorizes the Village Manager to execute an agreement with Zoo Solutions for a Pinecrest Gardens Feasibility Study, in amount not to exceed \$49,880.00.

Section 2. This resolution shall take effect immediately upon adoption.

PASSED AND ADOPTED this 11th day of February, 2025.

Joseph M. Corradino, Mayor

Attest:

Priscilla Torres, MMC
Village Clerk

Approved as to Form and Legal Sufficiency:

Mitchell Bierman
Village Attorney



SERVICES PROPOSAL

FEASIBILITY STUDY PINECREST GARDENS, MIAMI



January 29, 2025

PROPOSAL RELATED TO SPECIALIST ZOOLOGICAL SERVICES

Dear Yocelyn,

Greetings from Zoo Solutions, LLC. We are glad to be able to offer our feasibility study services for the Pinecrest Gardens Aviaries in Miami, Florida. We have assembled an incredibly experienced team to ensure your needs are met and your expectations are exceeded.

Zoo Solutions, LLC specializes in designing, developing and operating a new generation of zoological attractions and facilities that prioritize the highest standards of animal care, while creating unique opportunities for people to appreciate and learn about wildlife through immersive experiences.

With more than 30 years of experience in the zoological field, Zoo Solutions offers the highest level of expertise through broad experience in master planning, award winning design, animal collection planning, facility operations and management, revenue generation, staff training, and animal training. We have designed and operated some of the largest zoos and aquariums in the world. We understand the emotional and social commitment guests can have to a zoological facility that is doing it right. We are members of AZA, ZAA, IAAPA and continuously strive to stay ahead of the industry curve. You can be rest assured, that everything we do is at or above international standards as a matter of commitment and dedication to the animals we serve.

Sincerely,



Mr. Jay Tacey
President/CEO,
Zoo Solutions, LLC

ZOO SOLUTIONS

COMPANY PROFILE

Zoo Solutions is a leader in the creation, development, and management of a wide variety of specialized animal facilities, attractions, and projects, from zoological parks, public aquariums, animal sanctuaries, and immersive animal-based educational centers. Zoo Solutions has unparalleled experience in creating, immersive, unforgettable experiences that will highlight natural behaviors while educating guests about the natural world. Our exhibits and programs are designed to be enriching to their animal counterparts, ensuring mental as well as physical health. We create opportunities for guests to experience wildlife in new and exciting ways. We have a track record of delivering world-class, award-winning experiences for our clients, implementing our core values of professionalism, creativity, and commitment to safety for animals, employees and guests. As members of AZA, ZAA, IAAPA and WAZA, as well as having past board membership of ABMA we are continuously “in the know” with industry trends from exhibit design and animal behavior to the most recent advances in guest engagement. We bring decades of high-level industry experience to the table to ensure every project we deliver will meet or exceed our client’s expectations.





Our Mission

The Zoo Solutions mission is to provide our clients with ground breaking exhibits and experiences that will serve their guests and the animals for years to come. Everything we do is at or above international standards of animal care and training. We exceed client expectations in our design, operation and management of zoos, parks, and aquariums. We elevate each project we touch, consistently prioritizing animal welfare, safety, and the guest experience.

Our Vision

The Zoo Solutions vision is to drive positive change through experience. Zoo Solutions is focused on delivering animal and nature-centered experiences that escort guests through an adventure, inviting them to see wildlife and wild places in a different way. We aim to excite the senses while educating the mind. We create experiences that promote the ability for each guest to make small changes that can lead to big impacts in the conservation of our species and the world we all share. We will continue to push the boundaries and innovate to ensure our clients and their guests are immersed in unparalleled, trend-setting experiences. We will be unwavering in our resolve to provide world-class animal care that is science-based, focusing on the physical and mental health of the animals to whom we are lucky enough to provide care. We will produce zoological industry leaders that are focused on the same vision.

DEFINITIONS

Client - For purposes of this proposal and everything within, “Client” is Pinecrest Gardens or anyone authorized to represent or on the payroll of Pinecrest Gardens.

Variation – Anything not listed in the scope of work listed in this proposal.

Project – For purposes of this proposal and everything listed within, “the project” will refer only to the Feasibility study at the Pinecrest Gardens. Any additional scope will be treated as a variation and incur additional fees at an agreed upon rate between Zoo Solutions and the client.

Expected Man Hours – The expected amount of time dedicated to work on the project, based on an average of 160 work hours per month.

Scope of Work – The items within the project that are expected to be completed by Zoo Solutions, LLC. These items will be compensated as agreed. As such, Zoo Solutions excludes all liabilities associated with any items outside of those listed.

Project Timeline – The expected amount of time to dedicate to the project.

BACKGROUND AND OBJECTIVES

Pinecrest Gardens is a botanical garden located in and managed by the Village of Pinecrest in South Florida. The 14-acre destination was originally home to Parrot Jungle, one of the Miami area’s earliest tourist attractions. Among the highlights of Pinecrest Gardens are the lush, winding garden paths, sculptural art, an open-air amphitheater, and a petting zoo.

Leadership at Pinecrest Gardens is planning to integrate a number of birds into the garden, following the impending closure of nearby Jungle Island. New aviary exhibits will provide naturalistic habitats for a variety of birds and bird species, some of which were originally hatched in Pinecrest Gardens.

Zoo Solutions, a Saint Cloud, Florida-based zoological consulting service, is supporting Pinecrest Gardens in their procurement of the birds and the addition of aviary facilities on the property. Zoo Solutions will work closely with one of its world class partners, Integrated Insight, to complete certain aspects of the feasibility study. To inform the impact the addition of the birds will have on Pinecrest Gardens, along with other enhancements to the current operation, Integrated Insight will execute a feasibility study to include:

- Consumer research among Miami-area residents and tourists, inclusive of concept testing of new aviary attractions, general appeal of Pinecrest Gardens, and potential pricing changes;
- Demand sizing and attendance projections, to help estimate impacts of the new exhibits.
- Operations and management costs for keeping the birds.

The full scope of work is discussed below.

PRIMARY RESEARCH

The best way to determine consumer appeal and intent to visit is to ask consumers directly through custom market research. This quantitative research will provide a solid foundation for data-driven decision-making and will help to minimize risks associated with launching a new product. Rather than relying on secondary data and assumptions, the primary research aims to define and speak to the attraction's target market directly.

Zoo Solutions will conduct online consumer and concept appeal research inclusive of survey design, development, execution, and analysis of findings. We recommend surveying approximately 500 respondents segmented accordingly:

- 300 residents living within 25 miles of Pinecrest Gardens
- 200 tourists from the broader United States

Respondents will be screened for the following:

- Age 21 – 70, with age bracket quotas
- For tourists, an 8+ level of interest in visiting South Florida in the next 2 years
- For all, an 8+ level of interest in botanical gardens, aviaries, zoos, or aquariums
- Minimum household income of \$35,000
- Mix of families and non-families
- Mix of gender, race, and ethnicity
- Not employed in sensitive or competitive industries

Those not interested in the nature-based activities listed above will be terminated, but the information will be used to size the potential market opportunity.

The draft questionnaire will be reviewed with the Pinecrest Gardens teams prior to fielding. The survey is expected to take approximately 15 minutes to complete and will contain both closed and open-ended questions. Initial question topics will include:

- For residents, what activities (paid or unpaid) they enjoy in South Florida, with specific prompting for Pinecrest Gardens;
- For tourists, what activities they participated in on prior visits to the area or activities they plan to participate in on a future visit;
- For any respondents who have visited Pinecrest Gardens, questions pertaining to price/value, experience, and motivations/barriers to visitation;
- Interest and participation in different types of leisure activity offerings (from a list that includes things such as aviaries, gardens, zoos, conservancies, etc.);
- Feelings toward animal conservancy, petting zoos, and birds specifically;
- Demographics and psychographics, to further profile the target audience.

Next, respondents will be introduced to new avian experiences at Pinecrest Gardens using photos and text. Pinecrest Gardens will provide a list of all concepts desired to be tested, along with any media materials they wish to include in the survey.

Zoo Solutions will develop compelling descriptions and create an image collage to portray the concept. The main concept will be centered around the addition of aviaries to the garden, with potential additional experiences or enhancements introduced later. Additional questions will follow:

- Overall appeal of the new bird additions/aviaries;
- Appeal of specific activities or products such as bird encounters, photos, and feedings;
- Ranking of the different activities or products above;
- What would they expect to pay for admission to Pinecrest Gardens with the expanded range of offerings, and at what price is too high;
- What they would expect to pay for access to ancillary experiences (listed above) if they were priced separately from admission;
- Interest and likelihood to visit the gardens at a set price; and expected repeatability;
- What additional exhibits or experiences would they like to see at the gardens;
- When they would most likely visit and with whom.

Within 10 days of completing the survey fielding, a topline report in Word will be provided to answer the most pressing questions surrounding the project.

DEMAND SIZING

Using information from the primary research and population/visitor volume, we will be able to size the viable market of residents and tourists who are interested in Pinecrest Gardens and its expanded avian experiences. This market size forms the basis from which the attraction will draw. Annual demand estimates will take into consideration:

- Interest and intent with the most emphasis put on those who are very interested and highly likely to visit;
- Demand for each specific offering/activity proposed by Pinecrest Gardens/Zoo Solutions;
- Willingness to pay;
- Expected repeatability of the experiences and the gardens in general.

A detailed final report will include key findings and analysis from the online research and demand estimates.

SELECT CASE STUDIES



CLEVELAND METROPARKS ZOO

Integrated Insight was engaged by Cleveland Metroparks Zoo (CMZ) as the institution prepared for major redevelopment. The highlight of the planned investment is an expansion of the zoo's primate exhibit, called Primate Forest, into a state-of-the-art, climate-controlled oasis for orangutans, gorillas, and other animals. The expansion also includes a 2-story rotunda with three exhibits and an indoor children's playground.

Leveraging data provided by CMZ, Integrated Insight's simulation experts and industrial engineers developed a detailed simulation of the rotunda. Once developed, inputs and assumptions were created and tested for different scenarios. The analysis and recommendations from the simulation helped to address potential issues with crowding and guest flow, and the potential advantages of timed ticketing.



CALLAWAY GARDENS

Callaway Gardens engaged Integrated Insight to conduct multiple research studies and a strategic revenue assessment to determine the future growth potential of the destination. Located in western Georgia, about an hour from Atlanta, Callaway operates a botanical garden, a golf course, and lakeside water activities, and provides hotel and cabin accommodations. Research was conducted to understand the opportunity to expand the resort destination's target audience to more distant tourists and to test the appeal of live animals and immersive experiences with story-based content. The revenue assessment identified upside opportunities through more stringent revenue management, pricing, and packaging.



AUDUBON NATURE INSTITUTE

Audubon Nature Institute has engaged Integrated Insight for multiple projects to help support strategic growth and optimize performance, helping the non-profit reach its goals for worldwide conservation and the protection of Louisiana's natural resources. Most recently, we supported Audubon as they underwent major investments to renovate the Audubon Aquarium of the Americas, which included relocating the Audubon Butterfly Garden and Insectarium to the same site.

Integrated Insight conducted custom primary research among an audience of regional residents and potential New Orleans overnight tourists to understand the existing awareness and brand perceptions of Audubon's experiences and attractions. Concept images and descriptions of the forthcoming renovated aquarium and insectarium were also presented to assess future demand. Additionally, we assessed historical business performance to provide a holistic pricing recommendation for the renovated facility.



NEW YORK BOTANICAL GARDEN

To assist with strategic planning, NYBG engaged Integrated Insight to determine the market potential for future visitors, both locals and tourists, test concepts to incent demand among all audiences and measure potential demand and revenue from said concepts. Through a combination of secondary research of activities and attractions in the New York City area, and primary concept and demand research, we were able to determine the most promising new concepts among several studied. The research also highlighted the need to speak to both tourist and resident audiences to expand their reach and generate new demand. Subsequent research support has been provided to understand visitor profiles.



STONE MOUNTAIN PARK

Stone Mountain Park is located just half an hour outside of Atlanta, Georgia, and offers a wide range of family-friendly activities, historical landmarks, events, camping sites, and luxury lodging. Stone Mountain Park leadership engaged Integrated Insight to test concepts for future development, assess brand health, understand visitor profiles, and analyze the park's current pricing structure. Through consumer research, Integrated Insight was able to determine the future concepts that were most desirable to Stone Mountain Park's target audience and would drive the most demand for the park. In-park research and PRIZM data, in addition to consumer research, were used to determine Stone Mountain's audience segments.

Additionally, Integrated Insight conducted a revenue assessment for each of Stone Mountain's lines of business and provided a new ticket strategy for the park attractions, pricing recommendations and future growth opportunities for the campground, and a strategy to attract new demand throughout the year. The recommendations would yield a double-digit increase in EBITDA annually.

EASTERN BAND OF CHEROKEE INDIANS



The Eastern Band of Cherokee Indians (EBCI) is a federally recognized Indian Tribe based in the Qualla Boundary in North Carolina, located next to the Great Smoky Mountains National Park and encompasses untouched mountains, rivers, and forests. EBCI was looking to develop a portion of their downtown corridors into an authentic cultural destination to support tourism growth and community development by utilizing their unique culture, ancient history, and natural resources throughout the boundary.

EBCI contracted Integrated Insight to conduct concept research for the development project to understand the feasibility and visitor demand for the region. To test appeal and size demand of these opportunities, primary market research was conducted in a 500-mile radius around Cherokee, NC, and supplemented with sample from EBCI tribe members. Through this research Integrated Insight was able to assess the overall feasibility and identified an opportunity to grow annual visitation to the area through the addition of new lodging, cultural tourism, and ecotourism activities. The research was used to both guide design and accelerate the project through local approval processes.



GREATER MIAMI CONVENTION AND VISITOR BUREAU

Integrated Insight is the GMCVB partner of choice for conducting the ongoing Visitor Profile survey for Miami-Dade County and forecasting visitor volume. The in-house Integrated Insight field team conducts surveys daily at MIA and FLL as well as area attractions and tourist hot spots and full survey results are reported monthly through a dynamic, Tableau-based reporting tool. Semi-annually, we forecast visitor volume by major geographic origin and triangulate the estimates against secondary data (occupancy, airport arrivals, transfers, etc.). Florida residents are surveyed monthly, online, to capture their visitation behavior to South Florida. Annually, we produce a comprehensive report for distribution to members of the bureau.

Additionally, Integrated Insight supports GMCVB with economic impact studies for tourism. The economic impact study includes determining total annual economic impacts by sector, jobs and wage growth, and state and local tax revenues, projected indirect and induced contributions to Miami-Dade County from tourism through IMPLAN modelling, and calculating direct spending across various visitor segments.

KEY PROJECT PERSONNEL

JAY TACEY, PRESIDENT / CEO, ZOO SOLUTIONS

Jay graduated with a degree in Zoology from Kent State University in the United States. He worked for 21 years with the SeaWorld Parks and Entertainment company in multiple roles at many of the company's locations, including the opening of Discovery Cove. He ended his tenure with the company after being a part of the design team for SeaWorld Abu Dhabi, the largest indoor aquarium in the world. Since then, he has traveled the world, designing exhibits for zoos and aquariums in over 10 different countries. He has vast experience in several zoological disciplines from zoo and aquarium management, operations, administration, program development, exhibit design, to animal husbandry, conservation, education, staff training, and animal training. This experience combined with a highly-creative vision allows Jay to create experiences that not only leave guests in awe, but benefit the animals housed within physically and psychologically. Jay is a husband, father, master falconer, published scientific author, and has owned and operated businesses in retail, real estate, and the restaurant business through his lifetime. He is a dynamic leader with a passion for people, animals, conservation, and animal welfare.

GUY MC FARLANE, PROJECT MANAGER, ZOO SOLUTIONS

A highly motivated and experienced animal science professional with a BSc in Animal Science from Stellenbosch University and over seven years of diverse experience in veterinary care, conservation, and project management. Guy began his career as a Veterinary Assistant in Johannesburg, where they developed expertise in animal care and client services also paved the way for his deep investment in animal welfare and conservation. They advanced to an international role as Assistant Conservation Manager at a prestigious critically endangered breeding centre in Saudi Arabia, gaining valuable experience in administrative systems, staff and animal management as well as compliance. Currently, Guy serves as a Project Manager

in the UAE, overseeing complex design, build and operations projects across the MENA and Asiatic regions, with a focus on business growth, stakeholder coordination, and project delivery. Known for his strong project management, attention to detail, analytical, and problem-solving skills, he brings a solution-oriented mindset and proficiency in tools such as Microsoft Office and animal-specific software. His career is supported by additional certifications highlighting his adaptability and dedication to continuous development.

JONI NEWKIRK, CEO, INTEGRATED INSIGHTS

Joni is a leading expert in the performance dynamics of consumer-facing service industries and a leader in the development of successful business strategies. She has over thirty years of experience leading multi-faceted organizations and managing large-scale projects and excels in finding viable solutions to complex situations. Prior to founding Integrated Insight, Joni spent 20 years with Walt Disney Parks and Resorts, rising to the position of Senior Vice President of Business Insight and Improvement where she was responsible for managing and driving over \$8 billion in revenue for worldwide theme parks and resorts, Disney Cruise Line, Disney Vacation Club and Adventures by Disney. She oversaw industry-leading decision analytics and consumer insight practices within the areas of Market Research and Consumer Insights, Forecasting, Pricing, Revenue, and Profit Management, and Industrial Engineering, helping lead the Parks and Resorts division to record revenue growth year after year. Joni has a BA in Statistics from the University of Florida and an MS in Industrial Engineering from the University of Central Florida.

SCOTT SANDERS, PRESIDENT, INTEGRATED INSIGHTS

Scott has over thirty years of experience leading large-scale strategic initiatives and operational change efforts. His unique approach of combining data-driven consumer insights with quantitative analytics and predictive modeling has helped redefine the pricing discipline. Prior to Integrated Insight, Scott was Vice President of Pricing for Walt Disney Parks and Resorts where he oversaw all pricing efforts worldwide inclusive of theme park and water park admissions, room rate, transportation, merchandise, food and beverage and many ancillary products and services. In his 20 years at Disney, Scott also led efforts for Marketing Finance including a \$1.2B travel company, a \$4M internal marketing agency, an \$800M group and convention business, and a 2,000-agent call center. Prior to Disney, Scott held senior roles at John Q Hammonds Industries and Bass Pro Shops. Scott has a BA in Business Administration from the University of Central Florida and is a US Army veteran.

LAURA ILES, COO, INTEGRATED INSIGHTS

Laura joined Integrated Insight in 2012 from Darden, Inc. and is skilled in strategic planning, pricing, research, and data analytics. Laura helps achieve results through the development of strong business strategies, steeped in consumer insight. Adept at both research and revenue strategy, Laura helps clients understand the “why” behind the strategy being recommended and how customers are most likely to respond. Her work with clients such as Meow Wolf, Netflix, Lowe’s Home Improvement, Cedar Fair, Universal Parks and Resorts, Carnival Corporation, and others has helped grow revenue significantly. Laura has a BA in Anthropology from the University of Florida and an MBA in Operations and Technology Management from Rollins College. Laura is trained in the application of Lean Six Sigma.

JESSICA DREILING, CMO, INTEGRATED INSIGHTS

Jessica brings expertise in marketing and eCommerce strategy, data analytics, and revenue optimization. Prior to joining Integrated Insight, Jessica worked at Hilton Worldwide where she oversaw the marketing strategy for Hilton's key account hotel portfolios, including Hersha Hospitality Management and Chartwell Hospitality. As a consulting partner, Jessica outlined tactical plans to improve market share, revenue, and channel profitability for a wide variety of hotels, ranging from roadside accommodations to luxury resorts. Previously, Jessica was the Marketing Manager at ICON Park where she created an integrated marketing and sales plan founded on consumer research that increased attendance and national awareness of the complex. Before her tenure at ICON Park, Jessica worked at The Walt Disney Company in Partnership Marketing, where she executed international campaigns from ideation to completion including work on Walt Disney Parks and Resorts, Disney Animation Studios, Southwest Airlines, ABC, Wheel of Fortune, and Freeform. Jessica has a BS in Marketing, Economics, and Finance from Grand Canyon University and an MBA from the University of Florida.

PROJECT TIMELINE

The project is expected to take 12 weeks to complete.

PROFESSIONAL FEES

Zoo Solutions, LLC will charge the below fees to carry out the scope of work. The fees mentioned below **DO NOT** include any VAT or other taxes. including \$10,440.00 in external fees for sample and programming. Travel expenses, if any, will be billed at cost.

Item	Task Description	Duration	Cost (\$)
1	Mobilization	1 week	10,440.00
2	Submission	11 weeks	39,440.00
TOTAL (Excluding VAT or any other taxes)			49,880.00

PAYMENT TERMS

Zoo Solutions, LLC will invoice as per the table below for the stage of the project:

Item	Task Description	%	Due	Cost (\$)
1	Mobilization		Upon Signing	10,440.00
2	Submission		At Delivery of Final Report	39,440.00
TOTAL (Excluding VAT or any other taxes)				49,880.00

*Payments are to be made within 14 days from the date of invoice. Late payments will incur a 5% fee. An additional fee of 5% of the original invoiced amount will be added for every 30 days late beyond the initial 14-day period.

EXCLUSIONS

Zoo Solutions, LLC's proposal excludes the following:

- Any future updates or upgrades once the facilities have been delivered. Replacement of physical structures will remain the responsibility of the client.
- Our scope of work shall be limited to within the plot or project limit. Accordingly, any work outside the plot or project limits is not part of our scope of work unless agreed upon by Zoo Solutions, LLC and client.
- Any licenses or governmental approvals.
- Any accreditations from outside agencies.
- Provisions of any governmental or local municipality codes.
- Any travel expenses or fees paid to statutory authorities/government levies.
- Any construction or building related to this project.
- Any supply of equipment for delivery of maintenance and training services.
- Technical or shop drawings.
- Any specialized designs, design review, or services related to: waste management, sustainability, landscape design, landscape irrigation, security, life support systems, HVAC, electrical, or plumbing.
- Any maintenance on HVAC, plumbing, electrical, permanent structures, or vehicles.
- Any architectural or other technical drawings. This proposal is for design consultation and review only.
- Any services not mentioned in this proposal.

ASSUMPTIONS

- It is assumed that Zoo Solutions, LLC can use its US license to carry out the scope of services.
- All project works shall be in English, the Client shall provide translation services where required.
- The Client shall provide all facilities as described in the site plan and architectural drawings.
- It is assumed that client will pay for expenses related to travel to site before the contract is signed. Once the contract is signed and within facility is opened, all travel related expenses will be covered by Zoo Solutions, LLC.
- It is assumed any travel or accommodations necessary will be in alignment with Zoo Solutions, LLC travel policy (Flights will be premium seating or better, hotels will be 4 star or above).
- It is assumed the design of the animals' areas will not be restricted to the building, and that the enclosures will utilize outdoor space also around the building in line with best practices for animal welfare.
- It is assumed that Zoo Solutions, LLC can make suggestions related to adding value to certain areas of the project that include animals, birds, or natural immersive experiences.
- It is assumed that Zoo Solutions, LLC can cease and desist any activity by any other person or entity associated with the property that is posing a clear and imminent danger

to any animal. If this occurs, the client will be contacted to receive the report and any necessary changes to operations will be discussed.

- It is assumed that in the event of animal loss, Zoo Solutions, LLC nor any of its associations will be held responsible for lost business while animal replacement occurs. Concurrently, Zoo Solutions, LLC can only be held responsible to replace those animals covered by insurance. In this situation, Zoo Solutions, LLC will use insurance monies to replace individual animals until insurance money is exhausted. If exact replacement species cannot be located, Zoo Solutions, LLC will use its best judgement to replace animals with “best fit” species, aiming to maintain the guest experience and highest level of animal care.

TERMS AND CONDITIONS

- Any modifications or changes to the scope of work, as agreed by both the Client as well as Zoo Solutions, LLC is termed variation. An official sign-off will be conducted on this before Zoo Solutions, LLC proceeds with the variation works.
- Any delays in the project for whatever reasons beyond the agreed timeline will be liable for penalty fees. These payments will be calculated as a percentage of 5% of the total proposal fees for every month overdue.
- At any point, if the client does not pay invoices on time or breaches the agreement that has been submitted here, Zoo Solutions, LLC will have the right to exit the project without claims against them and all outstanding dues should be settled within 14 days of the exit.
- While Zoo Solutions can design to meet or exceed certain accreditation standards, the actual accreditation will still, obviously be up to the accrediting party. Zoo Solutions will not be held liable for any non-accreditation.
- Unforeseen or unreported animal disease:

The owner is compelled to divulge any history or historic information regarding animal disease, treatment, or discovery of any disease within the animal population at any time. This includes but is not limited to (Salmonella, Rabies, Brucella, Lyme Disease, Leptospira, H1N1m, H5N1, Tuberculosis, Trichinosis, etc).

There are many diseases in the Zoological world that can go undiscovered for many years and become compulsory to treat when discovered. Zoo Solutions, LLC will be held indemnified, should the presence of a preexisting animal or zoonotic disease be identified in the animal collection at the facility. Furthermore, the client agrees that operator (Zoo Solutions, LLC) will be given full authority to manage the containment of said disease at no cost to operator. The operator and their veterinary specialists and consulting animal medical experts will determine the pathway to disease-free status according to International Best Practices and Standards.

The level of required testing, testing kits, medical equipment, lab results will be determined by the operator’s medical team and decided case-by-case depending on the results, again in-line with International Standards. Costs of this testing vary greatly,

depending on the disease and the test results. Full financial responsibility for disease testing and eradication will be borne by the client.

**Some diseases will require official notification to governing bodies both in the host country as well as potential international notifications.

- Zoo Solutions, LLC does not agree to back-to-back payments and should be compensated according to its work completion and invoice submissions.

Please get in touch with me directly regarding questions or contact information.



Jay Tacey
President/CEO - Zoo Solutions, LLC
Jay.tacey@zoo-solutions.com
+1 (407) 443-2635

SERVICES AGREEMENT

Signing this document is a commitment to adhere to all its terms and conditions.

Zoo Solutions, LLC

Name: ___ Jay Tacey ___

Signature: 

Date: ___ 01/29/2025 ___

Stamp:

Client

Name: _____

Signature: _____

Date: _____

Stamp:



PINECREST

Pinecrest Gardens Department

DATE: January 31, 2025

TO: Yocelyn Galiano, ICMA-CM, Village Manager

FROM: Cristina Blanco, Pinecrest Gardens Director *Cristina Blanco*

RE: Request for Waiver of Competitive Bid for Study

On behalf of Pinecrest Gardens, I am requesting a waiver of the competitive bid process for this project due to its unique requirements:

Feasibility Study for Aviary Collection Rehoming – This study requires a specialized firm with expertise in market and site assessments for zoological collections. Given the complexity of rehoming part of Jungle Island’s aviary collection, we propose engaging the vendor who is already rehoming all of the animals in the Island’s collection. This vendor has the necessary experience in animal habitat relocation and environmental impact assessments, making them uniquely qualified for this project.

Due to the highly specialized nature of this work, sole-sourcing this vendor is the most efficient and effective approach. Your approval will allow us to proceed without delays while ensuring the best possible outcome.

Supporting documentation is attached hereto.