



Solicitation Name: Enterprise Resource Planning (ERP) Solution RFP
2025

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INVITATION TO BIDDERS

SOLICITATION NAME

Enterprise Resource Planning (ERP) Solution RFP 2025

BACKGROUND

About the Saint Louis Zoo

The Saint Louis Zoo ("Zoo") is widely regarded as one of the top zoos in the country. For over 100 years, the Zoo has welcomed guests from the local area and around the world. It is a highly successful organization, with approximately 2.7 million people in yearly attendance and over 50,000-member households. It offers a robust variety of educational programs, including classroom presentations, camps, overnight field trips, and a year-round preschool. Its behind-the-scenes tours are in great demand. Public events like Animal Happy Hours, Boo at the Zoo, Animals Aglow, and Wild Lights are tremendously popular. Rides and attractions, such as the Zooline Railroad and the Sea Lion Show, entertain visitors of all ages. The Zoo's well-established operations provide a firm foundation to build on.

The Zoo's consolidated operations include both the Saint Louis Zoological Park, a political subdistrict of the state of Missouri and the Saint Louis Zoo Association a 501c3. The consolidated Operating Budget is approximately \$110 million with more than \$310 million in capital projects currently in the works. The Zoo is also in the process of finishing a \$160 million capital campaign.

The Zoo has two new attractions opening in the next two years. Destination Discovery, opening in 2026, will provide engaging, immersive experiences with animals to young children and families. Guests will learn about animals, their habitats, and their interactions with humans in close-up encounters. A new education building will offer space for educational classes and programs. Indoor and outdoor components will attract guests throughout the year. The year 2027 will bring the opening of WildCare Park, a 425-acre world-class safari park and conservation center. Guest experiences will include guided tours in safari vehicles, a walking safari, an interactive zoo museum, an 11-story observation tower, public giraffe feedings, and a nature play area. The conservation center will work to sustain endangered species, conduct research, and participate in conservation programs. An event center will host everything from corporate events to weddings, and there will be ten cabins that can be reserved for overnight stays.

The excitement that comes with opening new facilities presents tremendous opportunities for growth. A recent economic impact report projects WildCare Park's average annual attendance will be 421,900 guests, with approximately 65% of them originating from outside St. Louis City and St. Louis County. A robust ERP can turn our complex siloed operations into a cohesive, data-driven

ecosystem. This should help reduce operational costs, improve the accuracy and access to timely information for decision making and reporting focusing more of our resources on mission driven activities.

Strategic Objectives for The Zoo's Technology

Overall, the Zoo wants the software applications to support a centralized 360-degree view of its financial operations, which would, in turn, support growth, engage stakeholders, streamline operations and provide leadership with actionable data for decision making. As the Zoo looks to improve its business systems, staff have identified the following strategic goals.

- **Implement interoperable systems that support key business functions** – Because of the Zoo's complex business model, it will need multiple systems to support its operations. There is no single system that can provide all the required functionality for development, membership, guest experience, attractions, education, retail, food service, distribution, sales and events, finance, purchasing, capital management and technology services. In a "best of breed" model, the Zoo will have systems to meet individual department needs and be integrated into a cohesive technology ecosystem. The future systems will interact seamlessly to support transactions, communications, engagement, and business intelligence.
- **Unified financial management framework** – Today, the Zoo cannot readily access key financial data. The staff want to establish a unified, transparent and real-time financial management framework that supports accurate accounting, strengthens internal controls, enhances regulatory compliance, provides access to system resources across the organization and enables data-driven decision-making. Key financial components with this RFP include but aren't limited to automation of core accounting processes, real-time visibility into financial performance and cash flow, accurate auditable records, strong internal controls, budgeting, purchasing & project / capital management and robust reporting for internal and external stakeholders. The Zoo wants to manage financial information and process as an organization, rather than as a collection of independent departments. With a cohesive set of integrated systems, the Zoo will be positioned to manage operations more effectively.
- **Enhance operational efficiency** - Zoo staff spend a lot of time using manual processes to accomplish their work because the current systems do not provide the functionality they require. These processes may be outward-facing transactions with guests or internal procedures for working within and across departments. Future systems must provide simple, efficient processes and interactions, in person and online. They must also provide core functionality to help staff perform regular tasks more effectively and efficiently.
- **Improve business intelligence and reporting capabilities** – The Zoo desires a technology ecosystem that will reduce data silos and make financial data more accessible for reporting and analysis. Staff want systems that support dynamic queries, simplify reporting processes and automate them when possible, to improve efficiency. The Zoo must have

access to dashboard and business intelligence and data visualization tools that provide leaders with timely views of key performance indicators.

- The Zoo currently uses Sage 300 (formerly Sage ACCPAC) which has become increasingly limited in terms of scalability, integration capabilities, reporting options, real-time access to information, and user experience. It lacks modern cloud-native functionality, advanced automation, and strong multi-entity support. We are seeking a next-generation ERP solution that addresses these gaps with robust cloud architecture, user-friendly design, comprehensive reporting, seamless integration options, and strong support for a growing organization. The ERP system should function as a central connector for the various business functions (accounting, purchasing, budgeting, HR, POS, ticketing, CRM & event management) currently, Sage 300 is more of a stand-alone product with limited access to members of the finance team and minimal integrations to other 3rd party add-ons for functions such as budgeting (currently utilizing Euna Solution's PowerPlan) and Purchase Order processing (currently utilizing Fraxion's eRequester).
- This Request for Proposal (RFP) outlines the selection process and system requirements for the ERP system(s) defined by the Saint Louis Zoo. The Zoo is seeking commercially available, "off the shelf" products that can be configured to meet the organization's needs; it is not seeking completely customized systems. The Zoo is open to considering either full-solution and best-of-breed approaches to meet its requirements. It is understood that there may be categories of requirements in this RFP that your software system may not satisfy; it is not necessary to complete these sections.
- Please note that the order of the system requirements in this RFP does not necessarily indicate the level of importance; system requirements described in a later section may be equally or more important than requirements listed earlier in the document. The successful vendor will respond to all vendor submission requirements outlined in this RFP. All vendor responses will be treated as proprietary information and will be used solely for the purposes described herein.

SCOPE OF WORK

The selected vendor will be responsible for the design, delivery, implementation, and ongoing support of the ERP solution. The following narrative describes some of the key functionality requirements the Zoo is seeking. The Application Requirements Questionnaire (Attachment 1) provides a complete, detailed list of all functional needs. **The Zoo is NOT looking for custom applications yet rather "out of the box" functionality which integrates with other core systems utilized at the Zoo.**

Core Accounting Functionality

The ERP system should provide the essential financial backbone for the organization by delivering real-time, accurate, and auditable financial data. The Zoo operates two separate legal entities; the Saint Louis Zoological Park (political subdistrict of the State of Missouri) and the Saint Louis Zoo Association (501c3). Ideally, these two entities can run from within the same financial “instance / company” for efficient operations and consolidated reporting while also being able to track and report on each distinct organization. Overall, the system should integrate key functions such as general ledger management, accounts payable and receivable, cash management, and financial reporting into a centralized platform. Functionality includes but is not limited to:

- **General Ledger:** Chart of accounts management, journal entries, allocations, closing process, real-time financial visibility
- **Account Payable:** Vendor invoice processing, payment scheduling and tracking, purchase order matching (3-way match), expense coding and approval workflows, expense reporting and purchasing card integrations.
- **Purchase Orders:** Manage the full lifecycle of purchasing from request to payment to ensure control, visibility, and efficiency in acquiring goods and services. Allow departments to request good/services, include descriptions, quantities and preferred vendors, route requests through approval workflows which may be determined based on company/department structure, support standard, blanket and contract PO's, assign PO numbers and vendor payment terms, link to vendor records, have the ability to attach and store necessary support documents tied to specific PO's, track vendor performance and preferred supplier lists, allow real-time tracking of committed costs against department or project budgets, ensure spending control and prevent over-budget purchases. Function should also support alerts, escalations and electronic signoffs, match received against PO's, flag discrepancies, automate matching and payment processing, support credit memo and partial payments, status tracking, and vendor spend and category spend analysis.
- **Accounts Receivable:** Customer billing and invoicing, payment collection and tracking, aging reports and integration with CRM and ticketing.
- **Cash Management:** Bank account reconciliations, cash flow forecasting and monitoring, funds transfers and liquidity tracking.
- **Financial Reporting:** Real time daily income reporting (pulled from integrations with POS and ticketing & membership), easily customizable / filtered reports for the organization, by department, fund, or project.
- **Fund & Grant Accounting** (nonprofit focused): track restricted vs unrestricted, donor-specific fund allocations, grant budget tracking and compliance
- **Fixed Asset Management:** Track asset details, calculate, generate and post depreciation expense and integrate with capital management (Asset Investment).
- **Internal Controls & Security:** Role-based access control, audit trails for all transaction, segregation of duties enforcement

Budget Management

A robust budget management module which can support planning, tracking, controls and effective allocation of financial resources: Build annual, multi-year and project specific budgets. Support top-down and bottom-up approaches, use historical data to help forecast, allow budget versions and scenario modeling. The functionality should allow department and fund-level budgeting, track restricted and unrestricted separately and ensure alignment with strategic goals and funding sources. Additional functionality includes; the ability to monitor actual vs budget in real time, automatically pull data from GL, AP, and procurement modules, highlight variances and overages with alerts &/or dashboards, route submissions and reviews through configurable approval workflows, track changes, generate budget reports by department, project or funding source, enable drill downs into transactions, support dashboards and provide seamless connection to purchasing and capital projects.

Capital Project Planning

The capital management module ensures that large-scale investments are strategically aligned, financially controlled, and transparently reported. For mission-driven organizations like zoos, it also enhances accountability to donors, boards, and grantors while improving long-term sustainability. Core functionality should include the ability to create and manage capital project proposals and approvals, define project scope, budget, timelines, and funding sources and prioritize projects based on strategic goals or ROI. This could be included as part of the ERP or the ERP could have a vendor partner that provides this solution via API.

Budgeting & Funding Allocation

Allocate and track budgets across multiple funding sources (grants, donations, internal funds), support multi-year budgets with phase-based tracking.

Cost Tracking & Forecasting

Track all costs in real time (materials, labor, contracts), compare actual vs. budgeted spend by phase or activity, forecast remaining costs and potential overruns.

Procurement & Vendor Integration

Link capital projects to procurement processes and control spending through purchase order and invoice tracking. BidNet is currently used for solicitation and evaluation purposes.

Workflow & Approvals

Enforce governance through structured approval workflows, Manage change orders and scope adjustments with audit trails.

Reporting & Analytics

Project health dashboards: cost, timeline, and risk indicators, capital utilization and investment return reporting, support for audit, compliance, and stakeholder transparency.

Integration with Fixed Assets

Upon completion, transition capital projects into fixed assets, automate asset capitalization and depreciation setup.

Reporting and Analytics

The Zoo needs robust reporting and analysis functionality in its systems to address its operational and analytical needs. The business intelligence tools should be accessible to users to explore and interact with information in the system(s) to inform decision-making. End users should be able to manipulate and customize outputs easily, without needing advanced programming knowledge. The tools should incorporate a mobile reporting component.

Staff need to be able to run reports in real-time or near-real-time. The reporting and analytics tools should not tax the live database to the point where it slows transactional performance; a replicated data set for reporting may be preferred. The Zoo's IT staff are building a data warehouse.

The proposed solution should provide dashboard and data visualization tools that enable staff to have custom views of defined key performance indicators (KPI). The system should provide access to a suite of standardized reports where staff can configure the format and data parameters, which will allow for easy filtering of results. The Zoo may require some custom reports. The system should have a documented and open database that enables qualified staff or contractors to create custom reports and publish the reports in the application for use by approved users.

Staff need a user-friendly query tool to allow them to retrieve specific data from any table within the database. All fields in the database must be accessible as query criteria and outputs. The query tool should not require special programming knowledge. Query output should include fields that are not within the query selection criteria.

Database:

The Zoo prefers a software as a service (SaaS) solution or a cloud-hosted system where the vendor is responsible for server management. The system must be scalable to support peak volume days. The proposed platform should have a web-based user interface. Staff must be able to login to the full desktop application from any computer (PC and MAC) using any web browser. Mobile access to core functionality preferred for review and possible approval needs.

The system needs to limit access within the system by functional area. Different teams within the institution require access to different functionality. The system should set security permissions by user group or role. Based on permissions, the system should limit view, add, edit, and delete functions for users. Security permissions should be set for transactional functions (i.e., restricting users that can issue refunds), screens, record types, and fields. The system should also set security for reports and documents. The vendor must demonstrate a strong history of information security compliance.

Integrated payment processing, if applicable must be secure, using tokenization or point-to-point encryption methods. The system should support two-factor authentication.

Integrations:

The Zoo intends to integrate the ERP with other systems throughout the institution. The proposed solution should have robust APIs that demonstrate the vendor's ability to integrate with third-party applications, including; Human Resources (UKG), Parking (Point of Sale systems), Retail (TAM) and Food & Beverage (RFP issued May 21, 2025) and CRM & Ticketing (RFP issued May 21, 2025).

The proposed solution should have robust APIs that demonstrate the vendor's ability to integrate with third-party applications, including:

- **CRM and Ticketing:** The solution must integrate general ledger (GL) posting information to the financial system from its transactions, such as tickets, memberships, and program registration fees.
- **Food and Beverage, Retail, Parking:** The solution must integrate and pull daily sales and financial transactions for posting to the general ledger and for daily revenue reporting to stakeholders.
- **HR (UKG):** Integration should provide a direct connection to recognize salary and benefit expenses to the general ledger with each payroll processing
- **Cash Logistics Manager (CLM):** Although the Zoo is reviewing the option of moving to cashless operations, currently the CLM system is used to count and reconcile cash to sales transactions in the POS systems. This area is also utilized to track daily attendance and weather for tracking and reporting. System utilized due to lack of accounting system reporting capabilities.

Current User Overview (Baseline):

The Zoo currently operate three systems:

- **Accounting System:** 40 Users (Bidders should reference 150 Users for proposal purposes)
- **Purchase Order System:** Approximately 150 users (mix of requisitioners, approvers, and procurement staff)
- **Budgeting System:** Approximately 150 users (budget owners, analysts, and finance staff)

Important Note:

The numbers reflect **current active users** in each standalone system. With the implementation of a new, integrated system, the total number of users—and their roles—may change due to:

- Consolidation of functionality across systems
- Improved automation or workflow
- Organizational restructuring or evolving access needs
- The Zoo ask Bidders to use the above counts as a **reference baseline** for sizing and pricing, yet remain flexible in their proposals, as the final user count will be confirmed during implementation planning.

PROPOSAL REQUIREMENTS

To be considered, each vendor must complete and submit the following information. The information required may be contained in standard marketing literature and organized in the below order. Submissions should not be more than thirty (30) pages in length not including the Stipulated Sum Bid form, Application Requirements List and Investment Summary Template. Vendor responses shall be prepared at no cost to the Zoo.

1. Response to all sections of this RFP.
2. A completed Application Requirements Questionnaire (Attachment 1)
3. A description of the vendor company history and current operating characteristics including, but not limited to, the number of years in business, experience in the nonprofit sector, number of employees, annual sales, geographic coverage, and number of clients.
4. A narrative description of the primary system components, any optional or modular components required to satisfy requirements presented, communication or network software, and any other features that make the system unique.
5. A description of the system's reporting capabilities and tools.
6. A description of recommended integration offerings with available functionality and associated costs. The Zoo's integration needs are outlined in the Scope of Work and depicted visually in the SLZ- Future State document draft (Attachment 2). This section should also answer the following:
 - a. Do you recommend specific integrated software or applications that will

- complete a total software solution that satisfies the Zoo's requirements?
 - b. Does your product have an API that can be used to create integrations and/or customizations?
 - c. Do you (or your proposed implementation partner) provide integration implementation support?
 - d. How is the API accessed? What protocol(s) does the API utilize?
 - e. Is the API's functionality commensurate with the application or are there use cases that can only be accomplished with the application and not the API?
 - f. What ongoing fees are associated with utilizing the software's API?
7. A description of the vendor's data security measures and cyber/disaster incident response plan including process and timeline for customer notification. Include disclosure of any data breaches during the prior 24 months.
8. A description of the vendor's software support organization and methodology, including:
- a. Staffing (Is support provided by the vendor or through a third party?);
 - b. Types of support available (Is support available via toll free telephone, online case management, online chat, online knowledgebase, user guides?);
 - c. Vendor's hours of service and support;
 - d. Any additional charges for service outside of regular business hours;
 - e. Vendor's support tiers; and
 - f. Rubric used for classifying support tickets along with associated response times (e.g. nuisance, significant, system down).
9. A sample of the user guide/user documentation.
10. A description of the product's roadmap for future development, including:
- a. Frequency of new releases or upgrades;
 - b. Distribution/notification method for new releases;
 - c. Method by which features for new releases are identified and prioritized;
 - d. Discussion of how the system keeps up with emerging communications and fundraising techniques; and
 - e. Discussion of how the system keeps up with evolving compliance requirements, such as PCI-DSS.
 - f. Verification that the vendor provides a stand-alone version of the database for testing and training.
11. A description of hosting services offered, including pricing. Please detail:
- a. Performance benchmarks for system operation
 - b. Ability to scale for high-volume events, supporting in-person and online sales
 - c. Description of data security protocols for databases in the hosted environment
 - d. Protections against data breaches and steps for communicating with clients in the case of a breach
 - e. Liability for hosting vendor and the Zoo in the case of a breach
 - f. Disaster recovery and business continuity plans
12. Assuming a vendor-hosted or SaaS system, a description of ongoing system

administration tasks that would be the responsibility of Zoo staff, excluding standard configuration, and the recommended staffing level to perform the tasks.

13. A description of implementation components and methodology. Include a sample implementation plan with a timeline and cost estimates for a similar type of organization. Include a description of project roles and which roles will require Zoo resources (along with time estimations). Include a description of your approach to data conversion. The Zoo will accept implementation proposals from 3rd party implementation partners.
14. Details about options for ongoing training:
 - a. Are classes offered onsite with the client?
 - b. Are classes available at a vendor location?
 - c. Are classes and other training opportunities available remotely?
 - d. Please provide a recommended recurring training plan including costs
 - e. Other ongoing learning opportunities
15. The names, addresses, and contact information of three (3) users of the system whose requirements most closely match those of the Zoo, preferably similar zoos, aquariums, attractions, arts and culture organizations that are a similar size to the Zoo.

ATTACHMENTS

1. Application Requirements Questionnaire
2. SLZ- Future State DRAFT v3 2025.03.26

SELECTION CRITERIA

1. Vendor Evaluation Grid (85 points)
2. References (15 points)

BID DOCUMENTS

Bid Documents will be available on **June 11, 2025** at: <https://stlzoo.org/vendoropportunities>

PROPOSAL QUESTIONS

All questions must be received by end of day on **Wednesday, June 25, 2025** for issuing of addendums. All emailed questions and answers will be shared with all responders. The source of the questions will remain anonymous. Addendums will be placed on the Zoo website as they become available: <https://stlzoo.org/vendoropportunities>. All written answers will be shared by end of day on Tuesday, July 1, 2025. Any oral responses shall be unofficial and not binding on the Zoo.

BID DATE

Proposals will be accepted on or before **10:00 a.m. CST on Wednesday, July 16, 2025**. Only electronic submissions will be accepted. Please submit the Proposal as a single pdf to the following

link. <https://stlzoopoc.egnyte.com/ul/oL1Er1IHyn>

To ensure ease of submission, consider uploading well ahead of the deadline time. Late submissions will not be accepted.

Any submitted proposal shall remain valid and subject to acceptance for ninety (90) days after the proposal due date.

ZOO CONTACTS

Proposal questions can be submitted via email to Candace Bingham, CSDP, Director of Procurement & Supplier Engagement to cbingham@stlzoo.org.

REQUEST FOR BID

I. THE BIDDING PROCESS

A. Bid form and submittal of proposal

1. Quotations should be submitted on bid form provided. Altered or erased prices will not be accepted.
2. Proposals will be accepted on or before **10:00 a.m. CST on July 16, 2025**. Only electronic submissions will be accepted. Please submit the proposal as a single pdf to the following link. <https://stlzoopoc.egnyte.com/ul/oL1Er1IHyn>
3. No bid received after the specified time will be considered.
4. Any bid may be withdrawn prior to the specified time for opening bids or any authorized postponement thereof.
5. Bids having an acceptance time limit of less than 30 days may be rejected.
6. Mailed, faxed, emailed, or phoned in bids will **not** be accepted.
7. Sunshine Law. "Bidder" acknowledges that Zoo has represented to bidder that Zoo may be subject to the provisions of Missouri's Sunshine Laws (Mo. Rev. Stat. Sects. 610.010-.225) (the "Sunshine Law"), which statute creates a presumptive rule of public availability of all records held by public governmental bodies, such as the Zoo, unless an exemption from disclosure is available under the Sunshine Law (this includes all bidding materials that are not exempt from disclosure under the Sunshine Law).

B. Bid proposal components and attachments

1. Cost(s)
 - a. Performance and payment bonds are not required.
 - b. The laws of the state of Missouri provide that the Saint Louis Zoo pay no state sales or use tax, or federal excise taxes, and these taxes should be excluded from your bid price. Documentation will be provided for vendor's use in making tax-exempt purchases for this project. (Refer to Appendix C).

C. Responsibilities of the bidder for accuracy of bid proposal

1. Bidders may not use omissions or errors in the bid documents or other contract documents to their advantage. The owner reserves the right to issue new instructions correcting any such errors or omissions, which new instructions shall be treated as if originally included.
2. The bid documents contain the available information about the work and the conditions pertaining thereto. Information obtained from any officer, agent, or employee of the Saint Louis Zoo, or from any other person, will not relieve the vendor's responsibility to assume all risks and obligations pertaining to the work, and to fulfill the conditions of the contract. Bidders are required to satisfy themselves as to the accuracy of the estimated quantities in the bid documents, and must thoroughly examine the site and review the bid documents, including addenda, if any, before submitting a bid.
3. No bidder may assert after bids have been opened that there was a misunderstanding concerning the bid documents, the conditions under which the work must be performed, or the quantities of work involved.

D. Direct questions about this Request for Bid to: **Candace Bingham.**

II. SELECTION OF SUCCESSFUL BIDDER AND CONTRACT AWARD

- A. The Saint Louis Zoo enjoys the support of the community through the Metropolitan Zoological Park & Museum District. For this reason, the Zoo makes every effort to return that support by contracting with qualified businesses within the District (comprised of St. Louis City and St. Louis County) whenever possible.
- B. The time specified for awarding a contract and for commencing work may be extended or shortened by mutual agreement between the Zoo and the successful bidder.
- C. The Zoo reserves the right to waive any informalities or minor defects in the bid or bidding procedures; to reject any or all bids; to rebid the project at a later date if bids are rejected; and to accept the bid that, in the judgment of the Zoo, will serve the best interests of the Zoo, whether or not said Bid is the low bid.
- D. Before awarding any contract, the Saint Louis Zoo reserves the right to require the successful bidder to file proof of his ability to properly finance, manage, staff and execute the project. The Zoo reserves the right to reject any bid if the evidence submitted by, or other investigation of, the bidder fails to satisfy the Zoo that the bidder has the proper qualifications, experience, equipment, manpower, or financial and managerial capability to carry out the obligations of the agreement or to perform the work contemplated.
- E. Before award of contract successful bidder may be required to furnish:
 - 1. Cost breakdown and unit prices
 - 2. Proposed schedule
 - 3. Information regarding material subvendors upon request
 - 4. Bonds and insurance certificates

END OF PROJECT MANUAL

APPENDIX A
SAINT LOUIS ZOO
STIPULATED SUM BID FORM

Enterprise Resource Planning (ERP) Solution 2025
Solicitation Number: 2025-04-016

Date: _____

Proposal of _____

Hereinafter called "Bidder,"

[] a corporation organized and existing under the laws of the state of _____

[] a partnership, or [] an individual doing business as _____

TO: Candace Bingham, CSDP
Director of Procurement and Supplier Engagement
Saint Louis Zoo
One Government Drive
St. Louis, MO 63110

The bidder, in compliance with the Invitation to bid for the project, and having carefully examined the bid documents, dated which documents are made a part hereof, as well as all conditions surrounding and affecting the work, agrees to furnish all labor, materials, and supplies necessary to perform all the work in accordance with said documents and within the time and at the prices stated below.

Furnish all labor, tools, and equipment required to perform all work as defined in the bid documents for the sum of _____

Section A: Software Licensing Costs

Description	Qty	Unit Cost	Extended Cost
ERP Core Modules			
Add-on Modules (specify)			
Named/Concurrent User Licenses			
Third-Party Software (if any)			
Other Licensing Fees (specify)			

Total Licensing Cost \$ _____

Section B: Implementation Services

Description	Estimated Hours	Hourly Rate	Extended Cost
Project Management			
Business Process Analysis			
Data Migration			
System Configuration & Setup			
Integration (with other systems)			
Testing			
Training			
Go-Live Support			

Total Implementation Cost\$

Section C: Recurring Costs

Description	Year 1	Year 2	Year 3
Annual Maintenance & Support			
Subscription/Hosting (SaaS only)			
Other Recurring Fees (specify)			

Total Recurring Costs

\$

\$

\$

Section D: Optional/Additional Services

Description	Estimated Cost
Custom Development	
Change Requests / Enhancements	
Extended Training or Support	
Other (specify)	

Total Optional Services Cost\$

Section E: Grand Total Summary

Category	Total Cost
Total Software Licensing	<hr/> \$
Total Implementation Services	<hr/> \$
Total Recurring (3-Year Estimate)	<hr/> \$
Total Optional/Additional Services	<hr/> \$
GRAND TOTAL	<hr/> <hr/> \$

I. BID DOCUMENTS

Bidder acknowledges review of the following documents:

- A. Specifications
- B. Addendum No. _____ Dated _____
Addendum No. _____ Dated _____
Addendum No. _____ Dated _____

II. MISCELLANEOUS BID REQUIREMENT

- A. The undersigned understands this bid shall be good and may not be withdrawn for a period of ninety (90) calendar days after the scheduled closing time and date for receiving bids.
- B. The undersigned understands the owner reserves the right to reject any or all bids or subcontractors.
- C. The undersigned further agrees to indemnify and hold harmless the owner and engineer from and against all losses, judgments of every nature and description made, brought, or recovered against the owner by reason of any act or omission of the undersigned, his agents, subcontractors/subvendors, or employees in the execution of the work or in guarding the same.
- D. The undersigned hereby declares that this Stipulated Sum Bid is based solely upon the materials and equipment described in the bidding documents (including addenda), and that no substitutions are contemplated.
- E. The bidder declares they had an opportunity to examine all conditions surrounding the work and have examined the bid documents therefor, and they have carefully prepared their bid upon the basis thereof and they have carefully examined and checked this bid and the materials, equipment and labor required thereunder, the cost thereof, and their figures therefor, and hereby states the amount or amounts set forth in this bid is/are correct and no mistake or error has occurred in this bid.
- F. Upon receipt of written notice of the acceptance of this bid, the bidder will execute a formal contract attached within fifteen (15) calendar days and deliver to the owner a surety bond or bonds as required by the bid documents (if deemed required).
- G. The Zoo Public Relations must provide written approval for any/all promotional materials in advance of publishing – this includes, but is not limited to: social media posts, web copy and images, etc.

IV. CONTACT INFORMATION (preferred point of contact)

Name: _____
Title: _____
Phone: _____
Email: _____

By signing the bidder hereby states to perform all work indicated in the bid documents and necessary to bring the project to completion.

IF A CORPORATION

Name of Corporation

Signature of Officer

Incorporated under the laws of the state of

Name and Title of Officer (print) Date

Licensed to do business in Missouri?
(Check one) ☐ Yes ☐ No

Address for Communications:

(Seal if Bid is by corporation)

IF A PARTNERSHIP

Name of Partnership

Address for Communications of ALL Partners:

Signature of Authorized Partner Date

IF AN INDIVIDUAL

Name of Firm (if any)

Address for Communications:

Signature of Individual

Print Name Date

IF BIDDING AS A JOINT VENTURE

List All Parties: _____

Address for Communications: _____

SIGNATURE FOR THE SAINT LOUIS ZOO

Saint Louis Zoo

Address for Communications:
1 Government Dr.
Saint Louis, MO 63110

Signature of Officer

Name and Title (print) Date

APPENDIX B

STATE OF MISSOURI EXEMPTION FROM MISSOURI SALES AND USE TAX ON PURCHASES

State of Missouri

EXEMPTION FROM MISSOURI SALES AND USE TAX ON PURCHASES

Issued to:

ZOOLOGICAL PK SUBDIST OF METRO ZOOLOGICAL PK/MUSEU
FOREST PARK
ST LOUIS MO 63110

Missouri Tax ID
Number: 12623491
Effective Date:
07/11/2002

Your application for sales/use tax exempt status has been approved pursuant to section 144.030.1, RSMo. This letter is issued as documentation of your exempt status.

Purchases by your Agency are not subject to sales or use tax if within the conduct of your Agency's exempt functions and activities. When purchasing with this exemption, furnish all sellers or vendors a copy of this letter. This exemption may not be used by individuals making personal purchases.

A contractor may purchase and pay for construction materials exempt from sales tax when fulfilling a contract with your Agency only if your Agency issues a project exemption certificate and the contractor makes purchases in compliance with the provisions of section 144.062, RSMo.

Sales by your Agency are subject to all applicable state and local sales taxes. If you engage in the business of selling tangible personal property or taxable services at retail, you must obtain a Missouri Retail Sales Tax License and collect and remit sales tax.

This is a continuing exemption subject to legislative changes and review by the Director of Revenue. If your Agency ceases to qualify as an exempt entity, this exemption will cease to be valid. This exemption is not assignable or transferable. It is an exemption from sales and use taxes only and is not an exemption from real or personal property tax.

Any alteration to this exemption letter renders it invalid.

If you have any questions regarding the use of this letter, please contact the Division of Taxation and Collection, P.O. Box 3300, Jefferson City, MO 65105-3300, phone 573-751-2836.