Saint Louis Zoo
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Addendum #1
Enterprise Resource Planning (ERP) Solution RFP 2025
#2025-04-016

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		QUESTION	RESPONSE
1		Are you relying on us to just select an ERP system, or do you have a short list of contenders?	Bidders should submit responses for the system they believe best suits the Zoo's need based on the information provided
2		Would the Zoo please consider extending the page limit to at least 50 pages, or remove the page limit entirely?	The Zoo will accept external links embedded within the 30-page limit. The Stipulated Sum Bid Form does not count towards the limit.
3		Can you advise where we can find the Investment Summary Template? We are unable to locate it within the provided documents.	Please disregard. See Appendix A- Stipulated Sum Bid Form and complete.
4		What are the elements you are referring to in line 7 within the Tab Accounting & General Ledger?: "GL code structure must accommodate the following elements"	GL Code structures must accommodate the following elements: Unique account number, department numbers, fund/project, and company/organization number for accurate tracking across all activities.
5		Would you be able to provide a use case for "Double-entry controls may not be required on certain data types (for example, statistical or budget data)"?	The Zoo would like the ERP system to be able to capture attendance numbers and integrate into statistical and budget analysis. Also, budget entry is often one sided.
6		For managing fixed assets, would you be able to provide a use case for "Supports entry of budget assets to support capital and depreciation	The system should have functionality to track project costs throughout the work and then record asset value upon completion, then calculate and record annual depreciation throughout the assets

	planning"? Do you want to assign the depreciation expenses to a fund?	established useful life. Ability to calculate depreciation and post of general ledger ideal.
8	With Capital Project Management, what are you referring to when wanting to utilize "Change Order Management"? Could you please provide more details on this?	System should enable tracking and payment on both base contracts for work as well as accommodate any vendor change order which arise throughout the course of the project work to capture the full scope of work approved for the project.
9	Is this RFP intended exclusively for OEMs (e.g., Microsoft, Oracle), or are Systems Integrators (SIs) also eligible to participate and submit proposals for the implementation and integration support?	Bidders should submit responses for the system they believe best suits the Zoo's need based on the information provided
10	In case we do not have references from zoos, aquariums, or similar-sized arts and culture organizations, would it be acceptable to provide references from other clients with comparable system requirements?	Yes.
11	Is there any preferred ERP? E.g. SAP, Business Central, NetSuite etc.	Bidders should submit responses for the system they believe best suits the Zoo's need based on the information provided
12	What type of Business processes are being considered for automation through ML?	The biggest example is accounts payable automation – reading invoices and determining key information for processing and routing
13	What is the accounting period format (i.e. standard calendar, 4-4-5 etc.) used for accounting?	The Zoo utilizes a 13-period year with 12 calendar months and an adjustment period 13 period for fiscal close.
14	How many distinct legal entities within St Louis Zoo will require in the implementation of this solution? If the solution is required to cater to multiple legal entities, please elaborate on the differences in their business processes.	The organization has two legal entities at present, the Saint Louis Zoo, a governmental subdistrict and Saint Louis Zoo Association, a 501c3 nonprofit entity. These entities are closely aligned due to the 501c3 being formed to support the subdistrict. Staff run individual statements as well as consolidated. The ideal system will allow staff to manage this from "on instance" so staff do have to set up vendors or workflows multiple times unlike currently process
15	What is your target timeframe for the go-live?	Ideally, the Zoo would be in a position to go live on core functions of the ERP during Q2, 2026.
16	Could there be potential inter-company transactions and consolidations among multiple entities?	Yes. Currently the Zoo has two legal entities and staff preforms inter-company transactions between both. Staff also consolidate the financials at month end. Financially, the two legal entities are managed as one combined organization.
17	In case St Louis Zoo has multiple legal entities, is the Chart of Accounts (COA) shared or specific to each legal entity?	Currently specific to each entity but the Zoo is open to revisiting this as a part of the system transition process.

18	What is the special handling in case of Vendor Payments?	As an example, The Zoo occasionally has payments made via check. Once the check is cut, these need to be routed to internal staff or held for vendor pickup instead of mailing. Ideally, these could be flagged to be the first checks cut (or otherwise differentiated from "normal" checks) so these are not accidentally mailed
19	What are the different formats that you receive vendor bills in and how are they currently captured in the system?	Currently, the Zoo receives invoices via email to the Zoo accounts payable email address, via US mail. Occasionally, if invoices are included with shipments, these are received via the Zoo's Distribution Center
20	What is the expected mode and frequency of data exchange with the integrating systems? Is there a requirement of real-time data exchange? Please share for each third party integration.	The Zoo would like to get as close to real time as is reasonably possible yet for many of the 3rd party integrations, a daily update may be sufficient. Specifics on 3rd party integrations is currently TBD as we are navigating several other RFPs related to system transitions at the same time as this RFP.
21	Will the third party application integrations use pull, push or event driven model? Please share for each third party application. For e.g. of various integration modes Pull, push or event driven. This will help determine the configuration of the exchange event.	Specifics on 3rd party integrations are currently to be determined as the Zoo is navigating several other RFPs related to system transitions at the same time as this RFP.
22	Are the third party systems implemented on-premise/in-house or are external solution partner provided/off-the-shelf? Please share for each third party application.	In the Zoo's current state, 3rd party systems are a mix of on-prem and SAAS. We are currently navigating several other RFPs related to systems transitions that we anticipate will move many of the Zoo's on-prem systems to SAAS models.
23	Also, please elaborate on the security and encryption requirements. This will help determine how the user access control and data security needs to be configured.	The Zoo's encryption requirements generally align with PCI-DSS V4.0, which would be AES (128+), RSA (2048+) and TLS 1.2+ where applicable. This includes encrypting data in transit and at rest. Single sign-on is preferred for user access and should be easily integrated into our preferred identity provider (Entra). Audit trails need to be comprehensive and available for a minimum of one year.
24	Are there any preference for the pattern of integration in relation to the capabilities of 3rd party applications implemented at AIS? (API, EDI, file transfer, etc.)	The Zoo would like to avoid file transfers and manual imports/exports as much as possible for system integrations.
25	How do you plan to perform the data migration, particularly for historical data and open transactions.	The Zoo is looking to the vendors to provide recommendations for data migration. The majority of our data is in Microsoft SQL platform.

26	Do you have a repository or solution in place to archive Historical data?	Zoo servers are on-prem Microsoft Windows and SQL servers. Servers can be maintained, if needed, for historical data purposes.
27	What number of custom reports are frequently used in analysis of data for the business?	The current accounting solution uses a high number of custom reports due to limited flexibility of its existing canned reports. The Zoo's goal is to decreases the reliance on custom reporting significantly yet it is recognized there will still be a need for a small number of custom reports in the future.
28	What kind of inventory is maintained for the business other than the Food & Beverage for the visitors? Where is it managed currently and what kind of accounting treatment is done on them?	The Zoo maintains food/ beverage and retail inventories for guest facing activities as well as animal food and MRO (maintenance, repairs, and operations) inventory for internal activities. Currently inventory for food and MRO is managed within the accounting system with quarterly inventory counts. Inventory for retail is maintained in the retail POS system. Currently there is an RFP in progress for a food service POS systemwhich will likely result in moving food inventory from ERP to the food and beverage POS system instead.
29	Clarification on user counts: a. What is the approximate overlap in users between the 40/150 accounting, 150 purchasing and 150 budgeting users? b. Assuming the accounting, purchasing, and budgeting systems are all consolidated into a single system for this project, how many total individuals will be accessing the new software? c. Of the above count, approximately how many users will need access all day, every day?	There is significant overlap across the functions, but each function does have a number of unique users as well based on job needs. User totals will likely be under 175. We will require different access rights for users (ability to assign unique acct, purchasing, and budget access rights based on role). Depending on functionality user rights could be reduced to suit functionality. Typical daily access is likely below 50 users. However, it is dependent on the time of year. During budget season the full user listing will require access simultaneously, so system should have the capacity to support all users.
30	Timeline: What are target dates for the following: 1. Vendor chosen 2. Sign Agreements 3. Implementation Kick-off 4. Implementation go-live	The Zoo intends to choose a vendor and finalize contracts in Q3- 2025 with an anticipated go-live Q2- 2026.
31	Are there any expectations for implementation phasing of the project? (i.e. Accounting go-live by X/X/XX date, Purchasing go-live by X/X/XX date, etc)	The Zoo would like to go live on core accounting functions (including budgeting) by the end of Q2 2026.

32	There is a statement "Upon receipt of written notice of the acceptance of this bid, the bidder will execute a formal contract attached within fifteen (15) calendar days…" Can you provide us with the contract and is that contract negotiable?	A formal contract will be negotiated and executed in conjunction with the awarded Bidder post award.
33	Under Current User Overview: Accounting System: The RFP mentions "40 Users (Bidders should reference 150 Users for proposal purposes)" Are you saying that we should bid assuming 150 users? If so, how many of those users are core accountants (e.g., AR Manager and Clerks, AP Managers and Clerks) vs. people that just need to perform approvals and review information.	There are currently 15-20 "core accountants" and the remainder are going to be users who primarily perform approvals and review data. The core number may need to be higher depending on how purchasing and budgeting functions work in the proposed ERP system.
34	Under Current User Overview: Purchase Order: What subset just create requisitions and perform approvals?	152 individuals have access to the purchase order system. Of those approximately 145 have requester/approver roles within the system. The other users are admin/IT accounts.
35	Under Current User Overview: Budgeting: How many are budget preparers	145 individuals are involved in the budget process with access to the system as either a preparer or approver.
36	What is your target go live date for the new ERP system? The CRM/Ticketing RFP stated being ready for the opening of the Destination Discovery exhibit in July 2026.	The Zoo would like to go live on core accounting functions (including budgeting) by the end of Q2 2026.
37	How many of the 150 users of the Purchase Order System are ONLY doing requisitions and/or approvals?	See response to Question 34.
38	How many fixed assets and leases do you currently have?	The Zoo's fixed asset system currently has nearly 2000 records. Many of which are fully depreciated and disposed; roughly 600 are still active. Currently the Zoo has very few leases (likely under 20). We do expect this to continue to grow materially as WildCare Park and Destination Discovery come online.
39	How many monthly vendor invoices are you processing? What is your monthly high watermark for vendor invoices processed in a fiscal year?	Roughly 1,200 per month, including invoices paid vie check, ACH, wire transfer, and payments made via vendor online portals. Volume is pretty consistent but the monthly high-water mark is going to be around 1,400.

40	How are you currently allocating shared costs like facilities, staff, or utilities across exhibits, programs, or departments?	The Zoo is not. At year end there is a set of audit related accounting entries that happens to record shared salaries between the two legal entities but there is no allocation of shared costs to specific programs or departments.
41	Do you need to understand the true cost of running a specific exhibit, conservation effort, or education program?	Yes, yet some flexibility on what is being included in that calculation is desired.
42	When evaluating new capital projects, do you factor in long-term operating costs or just initial budgets?	Based costs for capital projects are tracked separately to establish the asset value and depreciable costs. Associated operating costs for the asset are incorporated into operating budgets once online. However, the fully capital outlay and future operating costs are considered as part of funding discussions.
43	Are there situations where you need to show detailed cost breakdowns to donors, boards, or grantors?	Yes, particularly grantors.
44	Do you have visibility today into which programs are financially sustainable and which ones might be running over budget or underperforming?	Yes.
45	General – Row 63: What does this mean? Please provide an example.	The Zoo is unclear what the Bidder is specifically asking therefore does not have a response.
46	Accounts Payable – Row 12: Please describe the circumstances which determine special handling of payments, and the special handling process.	As an example, the Zoo occasionally has payments made via check. Once the check is cut, these need to be routed to someone internally or held for the vendor pickup instead of mailing. Ideally, these could be flagged to be the first checks cut (or otherwise differentiated from "normal" checks) so these are not accidentally mailed.
47	Accounts Payable – Row 36: What is meant by this requirement? Are we trying to pay multiple vendors with a single AP Bill?	The Zoo would like to create a template of required information to process invoices from that can be utilized when paying a variety of vendors / vendor types. This is to guide the data entry process to ensure we are capturing required information consistently.
48	Accounts Payable – Row 45: Are we asking for the system to email the vendor or accounting staff when an EFT payment is undeliverable due to bad account or routing information?	This is specifically about remittance emails. The Zoo would like accounting staff to be notified of a rejection if ACH remittance emails are kicked back.
49	Accounts Payable – Row 57: Is there a need to create a stop payment in the accounting system and push that to the bank?	Currently, the Zoo is voiding checks in the accounting system and then manually issuing a stop payment at the bank. The Zoo is receptive to alternate best practices.

50	Accounts Receivable – Row 10: Are reserve calculations based on total customer or organizational AR balance or singular invoices?	Reserve for uncollectible accounts is primarily used to determine uncollectible donation pledges. This can be calculated offline since details are tracked in the CRM and totals are recorded in the ERP. This was listed as nice to have and not a requirement.
51	Accounts Receivable – Row 14: Is there the need for the accounting system to manage revenue recognition journal entries? Or will this information be managed in another system and batched into accounting system?	Currently, revenue journal entries are manually created and posted from information provided by other systems. In an ideal future state, those systems (for example food and beverage point of sale, retail point of sale, and membership/ ticketing/CRM) will integrate with the ERP to create entries based on daily revenue activity.
52	Accounts Receivable – Row 26: Can you please provide an example of the expectation here?	Cash application do not have to be applied to specific invoices yet can be oldest first or newest first or by selecting certain invoices. The Zoo receives tax funding and donations and do not need an AR system which is overly complex.
53	Fixed Assets and Leasing – Rows 41-45: Is the majority of leasing activities related to being the lessor (revenue related), or the lessee (expense related)?	Lessee. Currently almost all of the Zoo's leases are expense related.
54	The (Organization) legal team is kindly requesting the following revisions to your document for us to bid services, on pages 16 and 18 specifically. (Zoo note-Not included in this Addendum)	Bidders are required to complete the Stipulated Sum Bid Form. The Zoo will use this to normalize proposals to provide a consistent review in lieu of a separate attachment. Bidders may suggest markups outside of sections A-E or provide their standard contract template for review.
55	How many legal entities does Saint Louis Zoo have?	See Question 14.
56	How many leases (lessee arrangements) will need to be managed within chosen solution?	Currently, approximately 20 yet this number is expected to grow.
57	How many fixed assets are in depreciation at this time?	The Zoo's fixed asset system currently has nearly 2000 records. Many of which are fully depreciated and disposed; roughly 600 are still active. Currently the Zoo has very few leases (approximately under 20). The Zoo does expect this to continue to grow materially as WildCare Park and Destination Discovery come online.
58	Of the 40 accounting users listed in the RFP document, how many of them will be performing accounting functions that impact the GL, such as entering journal entries, approving journal entries, entering or coding AP bills, entering or coding AR invoices, reconciling bank transactions,	Approximately 15.

	uploading data, or adding/editing reports?	
59	How many AP bills are entered for processing on a monthly basis?	Approximately 1,200 per month, including invoices paid vie check, ACH, wire transfer, and payments made via vendor online portals. Volume is fairly consistent yet the monthly high water mark is going to be around 1,400.
60	The RFP references 150 Budget Users. How many of those users will be involved in budget creation and administration, vs collaborating?	The vast majority of the 150 users directly participate in the budget process as a creator/approver in the current methodology.
61	From your RFP re: Integrations. In order for (the Bidder) to scope the integrations we need to know the software that we would be integrating with. From reading the RFP, some systems are still unknown. When will you have this information available? Would you want very high level estimates for this response?	RFPs for several key systems are in progress – high level estimates would be best given deadline constraints.
62	Has a project budget already been approved by your internal governance or board?	No direct budget has been established at this point. Vendors should submit their most competitive bid for the requested services.
63	Can you confirm the specific CRM & Ticketing system that you wish us to integrate with? Are they separate or integrated?	Specifics on 3rd party integrations are currently to be determined. The Zoo is navigating several other RFPs related to system transitions at the same time as this RFP.
64	Can you identify the Food & Beverage system currently in use that would need integration support? What specific functions does the Food and Beverage system handle (e.g., menu pricing, inventory)? Is integration required for inventory management or just for financials?	Specifics on 3rd party integrations are currently to be determined as the Zoo is navigating several other RFPs related to system transitions at the same time as this RFP. The current assumption is that menu pricing and inventory will live in the food POS and integration would only be required for financial data.
65	Are there any systems acting as intermediaries or middleware for data exchange today?	The Zoo is currently using human APIs. CLM is the middleware/intermediary.
66	Will our system serve as the system of record for entities like employees, vendors, or GL accounts?	The system will serve as the system of record for vendors and GL accounts however employees are recorded within a separate HR system
67	For the Retail TAM system, what transactions or data does the ERP need to receive from TAM (e.g., sales data, inventory adjustments)?	In general, sales data is the highest priority. Inventory adjustments would be ideal yet is less urgent than the sales data.

68	For the HR UKG integration, are we expected to integrate payroll data, time tracking, or HR analytics from UKG?	Direct integration with UKG would be desired for payroll cost data. Time tracking and HR analytics do not require direct integration.
69	With the Cash Logistics Manager, CLM, What types of cash flow data should be integrated? Is this a reporting interface or a bi-directional sync?	This is likely more of a reporting interface than a bi-directional sync. Data from CLM is currently being used to create monthly revenue journal entries and to provide daily income reporting for our leadership team. Ideally CLM could be utilized just to count cash and not as a separate reporting module. CLM has increased functions due to lack of ability to pull accurate revenue data from other sources on a daily basis.
70	Budgeting / Euna PowerPlan: Is PowerPlan used for budget formulation only, or also forecasting and actuals comparison? Should budgets created in PowerPlan be pushed into Sparkrock for operational tracking?	Power plan is currently used as the Zoo's budget creation tool as well as the tool for sharing monthly internal financial statements with department leadership. Currently, budgets created in Powerplan are loaded into Sage300 accounting software which is ultimately the system of record. Powerplan is sunsetting at the end of 2026 therefore budget creation and reporting will need to either move to the new ERP or, if the ERP does not have robust enough functionality for this, a 3rd party product.
71	The RFP requests a sample implementation plan, could you confirm your preferred go-live timeframe or any external deadlines related to major events (e.g., the opening of Destination Discovery in 2026 or WildCare Park in 2027)?	The Zoo intends to go live on core accounting functions (including budgeting) by the end of Q2 2026. Destination Discovery opens in Q3 2026, WildCare Park opens in 2027. PowerPlan budgeting software sunsets in 2026.
72	Are you considering a phased rollout by module or functional area, or do you envision a full go-live across all departments simultaneously?	The Zoo is receptive to a phased rollout.
73	You reference approximately 150 users across budgeting and purchasing systems, to ensure we provide an accurate quote tailored to your organization's needs, could you please provide the number of users for each of the following categories: Full Users: Users requiring comprehensive access to ERP functionalities, including finance and other core modules. Typical Roles: Accounting Managers, Accounting Staff Manager Users: Users in managerial roles who need capabilities such as	There are approximately 15 core accounting users who will require comprehensive access. The remaining 25 accounting system users include approximately 10 distribution users involved in receiving process and the remainder are general users with report access or IT rights. Of the 150-purchase orders and budget users, approximately half are involved in the approver chains within the PO or budget process. The remaining half of the users are submitters/requesters within the system with no approval authority.

	approving budgets, journals, purchase orders, HR requests, and conducting financial reporting. Typical Roles: Department Managers, School Principals, Senior Management, etc. Employee Users: Users who primarily need access to self-service functionalities to submit expense reports and receipts for purchase card transactions. Typical Roles: General staff members without managerial or administrative responsibilities. Understanding the distribution of these user types within your organization will enable us to provide a precise and tailored quote.	
74	What is the expected historical data migration scope from Sage 300 and other systems (e.g., number of years, volume of transactions, audit records)?	10 years.
75	Do you anticipate needing data cleansing, reduction of duplication, or format conversion prior to migration?	This will depend on what format the data will need to be in to migrate to the new ERP. The Zoo expects data related to the accounts receivable module will need additional attention as part of the migration process.
76	For a vendor-hosted / SaaS deployment, what level of technical system administration will your internal IT team handle post-go-live?	The level of technical system administration post go-live has not been determined. The plan is to have a support plan with the chosen vendor and to work with the vendor to develop a training plan for support of the chosen system.
77	Do you have a preferred staffing level or skillset for supporting the ERP implementation project internally?	The Zoo values vendor guidance to aid in determining the optimal internal staffing levels and skillsets based on the awarded Bidder's implementation methodology and project scope. Bidders should include recommendations as part of your proposed implementation plan.
78	You mention organization-led initiatives to build a data warehouse. Will the ERP vendor be expected to integrate with this warehouse, and if so, what architecture or tooling should we anticipate?	Yes, the Zoo currently has an on-prem SQL Server 2019, with Machine Learning services to facilitate executing Python within the same SQL Server model. The Zoo utilizes a combination of open source and Microsoft tools for ETL and related orchestration, management, and governance. ETL steps are generally written in Python and SQL. The Zoo prefers integration via transactional replication or through standard RESTful HTTP APIs that provide enough endpoints to reasonably achieve parity with available operations and views through the system GUIs (i.e., if a user can do/view it in the

		system UI, and it's relevant for reporting, it's nice to have as a dedicated endpoint with applicable aggregations, etc.)
79	Can you clarify which reports are required out-of-the-box vs. custom reports, especially for board, donor, or grant compliance reporting?	The Zoo currently utilizes several custom reports under its current system based on need. However, it is unknow how many reports will be required going forward until staff understands what "out of the box" reports are offered from the selected system. Systems should provide a variety of built in reporting functionalities as well as the ability to add on and maintain custom reporting if necessary.
80	Our approach is to deliver the majority of implementation remotely. Will your teams prefer onsite training, remote, or a blended approach during implementation?	Ideally a blended approach with some onsite work would be preferred yet staff can be flexible on training and roll out methodology. Note, timely ongoing system support while utilizing the system is just as important to staff as the initial roll out to ensure we have the ability to continue to learn and grow within the system as the organization continues to expand in coming years.
81	Since the Zoo is also issuing RFPs for CRM/Ticketing and Food & Beverage systems, will (the Awarded Bidder) be expected to coordinate timelines, testing, or data integration efforts across these parallel implementations?	Yes, this may be required.
82	Beyond technical compliance, what key performance indicators (KPIs) or qualitative goals will you use to evaluate ERP implementation success? O Examples: % reduction in manual entries, days to close month-end, real-time budget visibility by department, etc.	Reduced number of 3rd party software addons, reduced days to close month end, increased access to more current financial data by departments and leadership, successful migration of manual entries to automated/integrated processes.
83	Would you like more detailed information provided in addition to name, address and contact information? For example project description, outcome, or go-live dates?	Yes. Bidders should provide any details or information relevant to the proposal.
84	The General section mentions machine learning and optical character recognition (OCR). What specific use cases do you envision leveraging AI or OCR (e.g., invoice capture, donor insights)?	Example- accounts payable automation; reading invoices and determining key information for processing and routing.
85	The General section implies document routing and storage. Does the Zoo expect integration with a document	The Zoo is determining the plan for long term document retention and management. The ERP ideally should be able to retain records and documents related to journal entries and accounts

	management system (e.g., SharePoint, Box, etc.)? If so, which one?	payable invoices as part of the workflow and approval of those entries.
86	The "Accounting & Budgeting" tab includes requirements for supporting multiple legal entities with a shared GL structure. Could you confirm: a. Should users from one entity (e.g., Zoo Association) never see records from the other (Zoo Park)? b. Will reporting often need to be consolidated or segmented?	There are numerous shared users between the two entities depending on their organizational roles. However, unique users should be able to set up within each entity. Consolidated financial statements are run on a monthly basis.
87	The budget module references multi-year planning, versions, and scenario modeling. Can you clarify: a. How many budget cycles you typically maintain (e.g., annual, project-based)? b. Do you require rolling forecasts and reforecasting features?	Currently, the Zoo has one live active operating budget per year for each entity (with multiple planning scenarios utilized throughout the budget development process.). The goal is to have the ability to build in capital and grant budgets within the system outside of the standard operating budget as "projects". Yes, the Zoo would like the ability to roll budgets from year to year and reforecast as needed.
88	Accounts Payable includes purchasing card (P-Card) integration. Could you specify: a. Which bank or provider issues P-Cards? b. Are P-Card feeds automated, or would integration require customisation?	Currently, the Zoo is using purchasing cards issued by Commerce Bank. The automation options through this platform is limited yet we are receptive to changing to a different card program if there are card programs that natively integrate with the awarded Bidders ERP solution.
89	In multiple modules, the need for role-based data access is mentioned. Could you provide examples of: a. Department-specific restrictions (e.g., education vs. retail)? b. Which roles should have cross-entity or cross-department visibility?	The Zoo would like to be able to restrict user's access to a specific department or set of departments financial information can be viewed for their areas yet not others. Roles that will have cross entity and cross department visibility will be the accounting team, the distribution center team (for receiving and inventory recordkeeping), and senior leadership.
90	Is the Offeror permitted to submit exceptions with its response?	Yes.

91	For the user counts, the document lists 150 accounting users and 150 budget users but the description describes the budget users as including finance users, How many of the budget users are already included in the Accounting user counts?	There is some user overlap across all three major systems (core accounting, purchasing, and budget) as well as unique users within each. Within the direct budget function, there are approximately 10 core accounting team members who also play roles in the budget process.
92	For end user training, is there a preference of delivering by the Saint Louis Zoo leads or directly from the vendor?	The Zoo believe more time with the vendor up front would be more effective for the Zoo team in general yet are receptive to a train-the-trainer approach if need be.
93	Can you please describe the scenarios where revenue recognition is required?	The Zoo has several scenarios that result in revenue recognition but as it pertains to the ERP and journal entries/integration this is the most significant:
		By volume, most revenue recognition occurs as a result of on grounds earned income – sales at food, retail, welcome desk, and parking and attractions locations each day. The cashroom receives the cash and reporting from each location, processes the deposits with the bank, and publishes daily income reporting.
		None of these systems are currently integrated, so accounting staff uses the reporting and daily paperwork from the cashroom to create monthly cash receipts journal entries that recognize revenue for all of this activity. These entries are manually entered and posted by an accounting clerk once the entries are reviewed and approved by the finance director.
		Revenue is recognized from several other sources as well (such as tax revenue from the state or investment earnings) but these other methods are typically much more straightforward.
94	Does the Zoo's reference of the Investment Summary Template refer to the Appendix A, Sections A - E?	Correct.
95	Appendix A asks if the vendor is "Licensed to do business in Missouri?" If we do not currently have a Missouri business license, does the Zoo recommend initiating the process now? Or wait until identified as the awardee?	The awarded Bidder will be required to have a Missouri license.
96	Is this intended to be a full ERP replacement or a phased implementation over time?	The Zoo intends this to be a full ERP replacement, yet functional areas may come on line incrementally (months, not years).

97	Is there an estimated or approved budget for the ERP project (including software, services, and support)?	Bidders should with projected costs for the various components recommending.
98	What is the expected project start date and go-live target?	The Zoo intends go live on core accounting functions (including budgeting) by the end of Q2 2026.
99	Are there any critical milestones, events, or dependencies driving the project timeline?	The Zoo intends to go live on core accounting functions (including budgeting) by the end of Q2 2026. Note, the budgeting and reporting tool, Powerplan, sunsets at the end of 2026 so will not be available for creating the 2027 budget.
100	Is the agency open to a remote-first implementation model, with on-site visits as needed?	See Question 92.
101	Are there any requirements for on-site presence during certain phases (e.g., training, kickoff, go-live)?	See Question 92.
102	Can you provide more clarity on the estimated number of users and roles?	See Questions 33-35, 60, 73, 86, & 91
103	Do you require support for multiple legal entities or departments within one instance?	Yes, the organization currently has two legal entities.
104	Is the agency open to cloud-based SaaS platforms hosted in the U.S.?	Yes.
105	We respectfully request a two-week extension to the due date.	The Zoo is on a tight timeline for this project therefore is not extending the proposal date.
106	How will (the Organization) information be handled on behalf of the portal provider, Egnyte? Will our content be held in confidence?	The Zoo will reference proposals for internal use. As a political subdistrict of the state of Missouri, the Zoo is subject to the State of Missouri's open records laws, yet this would not include our disclosure of proprietary information.
107	Does the Zoo plan to use 'purchase requisitions' in your future ERP solution prior to creating Purchase Orders or Contracts?	Ideally, the system will support and automated workflow from staff submitting a detailed request (purchase requisition), system budget verification by account, once fully approved based on hierarchy, a PO is created, vendor received PO or signed contract.
108	How many different banks does the Zoo currently process checks and ACHs payments from? Will the vendor need to work with more than one bank for producing a check and ACH file?	The organization currently utilizes two banks for Ach payments. Yes, the vendor should anticipate working with more than one banking institution.

109	How many inventory items does the Zoo currently maintain?	The Zoo maintains inventory for a variety of food & beverage and retail operations and has thousands of unique items across its various operations. The system should have a robust inventory tracking system to accommodate the wide breadth of Zoo operations.
110	How many different Sites/Warehouses/Bin Locations does the Zoo have for managing inventory?	Currently, the Zoo has a warehouse on site which houses most inventory items, as well as some additional storage offsite. Some specialty items in inventory, are held in storage by the vendor who sells them and they send us the merchandise they are holding as we call it down.
111	What is the Zoo's process to request inventory for internal use?	Each department has an internal order form in excel; the department completed the order form and sends it to our distribution center who fulfills the order and enters it in our accounting software.
112	Does the Zoo have a desire to use handheld scanning devices to receive and issue inventory?	This functionality would be ideal if available.
113	Does the Zoo have resources and knowledge to support the integrations of the 3rd party applications to/from the new ERP solution? (see part 2 question below) Or does the Zoo desire the new ERP vendor to support the integration API or files to/from the 3rd party application?	The ERP vendor will need to support/facilitate integration with 3rd party applications.
114	What modules are currently being used from UKG? What UKG product is being used (Ready, Pro, Dimensions)?	UKG Pro.
115	Can you elaborate on the user counts in the RFP? a. Out of the 40 accounting users - How many users will need the ability to create and process transactions vs. view financial data? b. Out of the 150 purchasing users - How many users will need the ability to create purchase requisitions vs. create purchase orders and contracts? c. Out of the 150 budgeting users – How many users will need the ability to create and approve budget plans vs view budget data? Do these users also overlap with the 40 accounting users?	See Questions 33-35, 60, 73, 86, & 91

116	Is the Zoo's intent for question 11b "Ability to scale for high-volume events, supporting in-person and online sales" to ensure that the proposed ERP has integration capability to support high-volume integration data with the Zoo's Food and Beverage, Retail, and Parking POS systems?	Yes.
117	Can you confirm that all in-person and online sales will occur in the existing POS systems and be integrated into your new ERP solution?	A separate RFP is underway for several of our POS components so the systems may soon change. However, the ERP vendor should have integration capabilities to tie into a variety of POS platforms.
118	12) For data conversion into the new ERP solution, does the Zoo have the ability to export the following data: a. GL history balances by month b. Vendors, addresses, contacts c. Customers, addresses, contacts d. Open purchase orders e. Open AP invoices f. Open AR invoices g. Unreconciled bank transactions h. Grant funding sources i. Fixed Asset Attributes, historical acquisition costs, life to date depreciation j. On-hand inventory counts by location	a. Yes b. Yes c. Yes d. More research required e. There are none (invoices are entered as we pay them in the current state) f. There are none (not using the AR module for true AR in current state) g. The Zoo is not using the bank rec module in current state h. Not currently tracking in accounting software in current state i. Yes j. Yes
119	Does the Zoo have a desired go-live date?	The Zoo intends to go live on core accounting functions (including budgeting) by the end of Q2 2026.
120	How many internal resources does the Zoo plan to leverage to support the project?	Full support of the finance team (12+ members) plus additional technical support from IT department as needed. CFO, finance director, and 2 accounting managers heavily focused on the transition/migration.
121	Has the Zoo previously viewed or seen demos of any current cloud-based ERP products? If so, can you provide details of what systems?	Staff has reviewed base demonstrations of potential offerings from its existing vendors over the years on their other products, yet there has been no extensive reviews. Only RFP respondents are being considered for this review.

END OF ADDENDUM