

May 23, 2025

Addendum #1

Customer Relationship Management (CRM) and Ticketing Solution RFP 2025

Project Number: 2025-04-014

From: Candace Bingham, CSDP  
Director of Procurement and Supplier Diversity  
Saint Louis Zoo  
1 Government Drive  
St. Louis, MO 63110  
cbingham@stlzoo.org

### **ATTACHMENTS**

1. Saint Louis Zoo CRM and Ticketing Requirements List 2025.05.07

### **QUESTIONS | ANSWERS**

1. "Saint Louis Zoo CRM and Ticketing Requirements List 2025.05.02" looks like it starts at line 518. Is that correct or are there lines that are hidden that we would need to answer? **See Attachment 1.**
2. I did open the Excel file for the functional requirements and the spreadsheet is locked to just a few rows and we are not able to access the complete list. Items 518-525 are the only visible fields for the matrix. Are you able to assist with this? **See Attachment 1.**
3. I had a quick question regarding the submission process and wanted to confirm whether vendors need to be pre-registered with the Zoo in order to be considered for this opportunity. If registration is required, would you be able to provide guidance on how to complete that process? **Vendors do not need to pre-register with the Zoo in order to be considered. The Zoo is new to this BidNet platform and has chosen to advertise this project through it yet will be adhering to the submission instructions within the bid set.**

END OF ADDENDUM