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Addendum #2
Food and Beverage System RFP 2025
Project Number: 2025-04-015

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IMPORTANT CLARIFICATION

1. The Saint Louis Zoo is seeking an "out of box" solution for this project and not a customized solution.

QUESTIONS | ANSWERS

1. It appears that columns E, F, and G are hidden. Should those be unhidden? They were hidden to simplify the view but can be unhidden if needed.
2. We can offer a solution where the server and back-office applications can be hosted in the cloud. Since the RFP discusses both on premise and cloud hosted offerings, does the Zoo have a preference? No, the Zoo does not have a preference. The proposed solution must have the ability to be usable in the event the Zoo loses internet and/or network connection. The Zoo refers to this as offline mode.
3. There appears to be questions relating to events and ticketing in the F&B RFP. Is this due to the fact that the Zoo plans to sell/redeem events and tickets as part of the F&B POS? The Zoo is also in the process of selecting a CRM and ticketing solution, which will integrate with the F&B system. In some cases, the CRM solution will include an F&B component, and these questions are primarily aimed at those solutions. Standalone F&B solutions may provide answers related to integrating with a CRM or may skip these questions.
4. FB4-When referencing mobile ordering, is this a staff member with a mobile handheld register taking orders or is this an order that the consumer places on their mobile phone independently? The Zoo requires both scenarios.

5. FB14-Please clarify the types of changes to the database being made and tracked in this request? Changes to vendor contact data, changes to catering orders, changes to menu prices

6. FB31-What home page are they referring to Back Office, POS, Self Service Dining? Please describe any ability for users to customize screens for usability.

7. FB22-What type of data is being appended? Changes to vendor contact data, changes to catering orders, changes to menu prices. This could also refer to the CRM functionality if presenting a unified system – e.g. record updates from online forms or donor screening data.

8. FB129-Please clarify the term "online portal" used here. Online portal refers to member login functionality to renew memberships, purchase tickets, etc.

9. FB190-Please clarify the use of "date and time" here.

10. FB262-Support automatic discounts based on payment type. Example, 3% off if cash is paid? Please confirm, thank you. Yes. Or if zoo wallet is used.

11. is there a chance for an extension for our response specifically to the F&B RFP? The Zoo is on a tight timeline for this project therefore will not be able to extend the deadline.

12. Are you able to provide historical revenues for the past (5) years for this operation? The Zoo suggests providing the last 3 years of data instead. Going back into 2020 and 2021 are fairly irrelevant because of the pandemic impact and the numbers are not reflective of what the operation typically produces.
    - 2024: $14,219,834
    - 2023: $13,168,112
    - 2022: $12,032,296

END OF ADDENDUM