



Project Title: Food and Beverage System RFP 2025

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INVITATION TO BIDDERS

PROJECT TITLE

Food and Beverage System 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 60,000-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. The lucrative retail business rarely needs to offer discounts to entice shoppers. The Zoo is in the process of finishing a \$160 million capital campaign. The Zoo’s well-established operations provide a firm foundation to build on.

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.

Both attractions provide the opportunity for the Zoo to appeal to new visitors and to engage more deeply with current and former guests. 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. The Zoo will need systems and processes that give visitors a best-in-class experience when transacting with the Zoo, whether purchasing tickets, memberships, retail items, program registrations, or food and

beverages. The same systems must enable staff to collect guest data efficiently and utilize that data effectively to engage with guests in a variety of ways.

The food service offerings at the Zoo will be expanding with these new attractions. Destination Discovery will feature self-serve ordering at kiosks and mobile ordering at their quick serve stations. WildCare Park will offer a new full-service restaurant, which will further diversify the food service options at the Zoo. The Zoo's current POS system is not meeting current requirements, nor can it support growth.

Strategic Objectives for The Zoo's Technology

Overall, the Zoo wants its software applications to support a centralized 360-degree view of its guests and donors, which would, in turn, provide the staff with actionable data that they can use to enhance the guest experience, increase donor engagement, and support the Zoo's revenue growth. 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, and technology services. In a "best of breed" model, the Zoo will have systems to meet each team's needs (some systems may serve more than one team) and the systems will be integrated into a cohesive technology ecosystem. The future systems will interact seamlessly to support transactions, communications, engagement, and business intelligence.
- **Provide a unified guest experience** – Today, the Zoo cannot readily identify constituents with whom they have multi-faceted relationships because of its siloed systems. Staff want to make changes to systems and business processes that will enable them to have a more complete understanding of constituent behavior, so that they can provide more rewarding constituent experiences to guests and donors and increase loyalty. The Zoo wants to be able to address constituents 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 guests holistically.
- **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 guest interactions, in person and online. They must also provide

core functionality that will 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 donor, member, guest, and event client 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 should have access to dashboard and data visualization tools that provide leaders with timely views of key performance indicators and increase their understanding of audience behavior. The Zoo wants sophisticated business intelligence tools to provide comprehensive analysis of constituent behavior to inform data-driven business decisions.

Food and Beverage Operations Overview

The Zoo operates 27 food units plus in-house catering for special events. Sales from food units total \$14M annually, plus an additional \$2M from catering. Food venues include the following:

- Stands: Small footprint, single-product focus (e.g., Dippin' Dots).
- Walkups: Staffed (2–15 employees), quick service.
- Quick-Serve Restaurants (QSR): 2 large locations with indoor seating for 150–200 guests.
- Destination Discovery: Fully mobile ordering and QR code payment, ~5 staff.
- Wild Care Park: Expanding; will include QSR, full-service event venue, and walkups.

System Requirements & Wishlist

The Saint Louis Zoo is seeking a robust, integrated enterprise system to support its Food & Beverage (F&B), operations. The solution must be scalable and provide a seamless, efficient user experience for both staff and guests. Central to the Zoo's priorities is a highly functional F&B module that supports real-time sales, inventory updates, mobile operations, flexible menu management, and deep integration with financial, retail, and customer systems.

The Food & Beverage system must support a comprehensive range of functions tailored to zoo operations, including catering, ordering, promotions, pricing, and inventory management. Catering capabilities should accommodate both public/private and internal events, supporting full order creation, execution, and invoicing. The system must effectively manage food-related promotions, coupons, vouchers, and bundled offers with other products. It should support multiple service models—self-service, mobile, quick-service, and full-service dining—and include integration with kitchen display systems (KDS), front-of-house (FOH) mapping, and digital menu boards. Pricing functionality must allow dynamic adjustments at the location level, including seasonal items, individualized pricing, custom discounts, and member-exclusive options.

Operationally, the system must provide intuitive interfaces for staff at registers, kiosks, and mobile devices to handle high-volume transactions efficiently. It must support barcode scanning, touchscreen ordering with visual item confirmation, and flexible payment options including cash, credit/debit, gift cards, and customizable receipt formats (print, email, text, or none). Inventory management must offer real-time updates as items are sold, enable case-pack-to-unit conversions, and allow tracking at both the individual and zone level. Staff should be able to assign SKUs to multiple vendors, use Wi-Fi-enabled handheld devices for receiving and transfers, set reorder points with alerts, assign bin locations, and segment vendor orders across multiple receiving sites.

The guest experience must be streamlined and consistent across all sales channels, including mobile pop-up locations and online ordering. Members must automatically receive discounts where applicable, and all transactions must tie back to GL accounts for financial tracking. Add-on donation capabilities (including open-ended and preset amounts) must be available at every touchpoint. The platform must also support round-up donations and associate donations with specific transactions.

Pricing and product management must allow multiple price levels (e.g., adult, child, senior, member, educator) and support configuration by customer type, sales channel, event, or program. The system should offer pre-sale capabilities for members, define product availability windows, and restrict item visibility by staff role or POS location. Users should be able to bulk manage product lifecycles, create recurring event templates, and configure permission-based scheduling tools. Promotions and discounts must be highly configurable, including code-based offers (single- and multi-use), time-sensitive deals, membership-specific pricing, auto-expiring promotions, and configurable limits by product, transaction, and account.

Integration and interoperability are critical. The system must integrate seamlessly with external reporting tools like Power BI or Tableau via OData or ODBC connections, and support data replication to the Zoo's enterprise data warehouse. It must also integrate with GL/accounting systems, membership/CRM systems, and digital signage for F&B. POS should enable real-time inventory updates, mobile payment acceptance, and tie into kitchen fulfillment systems for streamlined food service operations.

Reporting and analytics must provide institution-wide visibility into operations. Dashboards should be customizable by department and accessible on mobile devices, with real-time or near-real-time data. Users must be able to create visualizations—bar graphs, line charts, maps, pie charts—without advanced technical knowledge. Reporting should include labor, revenue, inventory movement, vendor performance, weather, attendance, promotions, and more. A suite of standard and custom reports must allow scheduled delivery, export in multiple formats

(PDF, Excel, Word), and user-based sharing and permission controls.

The user experience must emphasize efficiency, clarity, and control. Staff should be able to execute common tasks—processing a transaction, editing product info, generating a report—quickly and with minimal training. Workflow approvals should be in place for sensitive actions like refunds. Query tools should be intuitive, with drag-and-drop functionality and full access to all data fields for ad hoc analysis, filtering, and exporting.

In summary, the Zoo requires a highly integrated, user-friendly platform that delivers exceptional functionality across food & beverage operations, inventory, ticketing, sales, and analytics—empowering teams to make informed decisions, streamline operations, and deliver a premium guest experience across all touchpoints.

See the attached list of requirements for details.

SCOPE OF WORK

The selected vendor will be responsible for the design, delivery, implementation, and ongoing support of a complete F & B Point of Sale (POS) solution. This includes:

A. System Features

The proposed system must include features that will meet the requirements listed in the appendix. This includes, but is not limited to:

- Mobile/tablet-based ordering and payment processing
- Inventory management
- Integrated employee time tracking and access control
- Support for promotions, discounts, and vouchers
- Guest-facing features including self-service kiosks and QR code ordering
- Offline mode for continued operation during network outages
- Processing workflows for staff and guests
- Robust reporting

B. System Integration

The system must integrate or offer API access for integration with:

- CRM and membership systems (e.g., Salesforce)
- Ticketing systems (e.g., Galaxy, Tessitura, etc.)
- Financial/accounting systems
- Data warehouse or analytics platforms
- Retail POS system (TAM)

Note that the Zoo is considering both standalone F&B solutions and comprehensive solutions with native functionality that eliminates the need for integration.

C. Hardware Requirements

Vendor to provide or specify all required hardware, including:

- 55 Terminals for the Outlet group + Printer + Payment Devices
- KDS – 3 Monitors with Bump Bar or Touchscreen – Network
- 10 Tablet POS + Printer – Available to be reserved through IT
- 6 Additional Tablet POS + Printer as IT backups
- 4 Catering Tablet POS + Printer
- 4 Digital Screens for Mobile Order Pickup
- Cash Drawers – TBD
- Additional Payment Devices for IT backup – TBD

The hardware above reflects current state and may change in the future as the Zoo moves towards more self-service and mobile options. Please bid on the hardware above and feel free to provide as bid alternates other equipment that they feel would align with what we have in our vision or suggested alternative set-ups to reduce cost. Note: the hardware requirements listed do not include those at WildCare Park.

Hardware is both indoor and outdoor, so it needs to be able to withstand large temperature fluctuations, and be dust and spill resistant.

D. Implementation Services

- Project management and implementation planning
- On-site installation and configuration
- Data migration from legacy systems (menus, inventory, sales data)
- Staff training (train-the-trainer and frontline team)
- Go-live support and stabilization period

E. Support & Maintenance

- 24/7 customer support (phone, email, chat)
- On-site or remote technical support for hardware failures
- Ongoing software updates and enhancements
- SLA commitments and response times

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, Requirements List and Investment Summary Template. Vendor responses shall be prepared at no cost to the Zoo.

1. A completed Requirements Checklist (Attachment 1).
2. Detailed response to the SOW and system capabilities
3. Response to all sections of this RFP.

4. A completed Investment Summary Template (Attachment 2). Include all costs associated with the proposed system, such as initial acquisition or licensing costs, hardware requirements, software enhancement/modification costs, hosting, and on-going maintenance and/or licensing costs.
5. 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.
6. 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.
7. A description of the system's reporting capabilities and tools.
8. A description of recommended integration offerings with available functionality and associated costs. The Zoo's integration needs are outlined in the Business Requirements. 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?
9. 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.
10. 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).

11. A sample of the user guide/user documentation.
12. 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.
13. 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
14. A description of implementation components and methodology. Include a sample implementation plan with a timeline for a similar type of organization. Include a description of project roles and which roles will require Zoo resources (along with time estimations). The Zoo will accept implementation proposals from 3rd party implementation partners.
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, or arts and culture organizations that are a similar size to the Zoo.

ATTACHMENTS

1. Requirements List
2. Investment Summary Template

SELECTION CRITERIA

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

BID DOCUMENTS

Bid Documents will be available on **May 21, 2025** at: <https://stlzoo.org/vendoropportunities>

PROPOSAL QUESTIONS

All questions must be received by end of day on **June 4, 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>. Any oral responses shall be unofficial and not binding on the Zoo. All written answers will be shared by end of day on Monday, June 9, 2025. Any oral responses shall be unofficial and not binding on the Zoo.

BID DATE

Proposals will be accepted on or before **2:00 p.m. CST on June 18, 2025**. Only electronic submissions will be accepted. Please submit the Proposal as a single pdf to the following link. <https://stlzoopoc.egnyte.com/ul/XXWZR31dHx>

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

Questions concerning this solicitation shall be submitted via email to the both of the following individuals:

Candace Bingham, CSDP
Director of Procurement and Supplier Engagement
cbingham@stlzoo.org

Amanda Pedigo
Purchasing Compliance Administrator
pedigo@stlzoo.org

REQUEST FOR BID

The Saint Louis Zoo is seeking competitive proposals from qualified bidders as outlined on the Invitation to bidders, this Request for Proposal, and the Scope of Work contained in these bid documents.

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 **2:00 p.m. CST on June 18, 2025**. Only electronic submissions will be accepted. Please submit the proposal as a single pdf to the following link. <https://stlzoopoc.egnyte.com/ul/XXWZR31dHx>
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 and Amanda Pedigo.**

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 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

Food and Beverage System RFP 2025
#2025-04-015

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

_____ Dollars (\$ _____).

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)
_____ Licensed to do business in Missouri? (Check one) <input type="checkbox"/> Yes <input type="checkbox"/> No	_____ Date
_____ (Seal if Bid is by corporation)	_____ Address for Communications:

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	_____ Date

IF BIDDING AS A JOINT VENTURE

_____ List All Parties:
_____ Address for Communications:

SIGNATURE FOR THE SAINT LOUIS ZOO

_____ Saint Louis Zoo	_____ Signature of Officer
_____ Address for Communications: 1 Government Dr. Saint Louis, MO 63110	_____ Name and Title (print)
	_____ Date

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

EXEMPTION FROM MISSOURI SALES AND USE TAX ON PURCHASES

Effective Date:
07/11/2002

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.

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