

**Saint Louis Zoo Unified Point of Sale**

**Request for Proposal**

**POINT OF SALE SYSTEM**

**RFP Number (2019-0809)**

The Saint Louis Zoo invites you to submit a proposal for the non-exclusive supply and delivery of a Point of Sale System for the Saint Louis Zoo in accordance with the attached requirements, Instructions, Terms and Conditions, Specifications, Price Schedule- Appendix A.

The Proposal package includes Instructions, Terms & Conditions, Specifications, and Forms. Quoted prices shall remain in effect for a period of ninety (90) days from the Proposal due date.

Due Date: To be considered, your proposal must be completed, and received at the office of the Director, Procurement, Distribution Center, Saint Louis Zoo, Gate 5 Off Wells Drive, St. Louis, MO 63110 or Mailed to: Saint Louis Zoo, One Government Drive. Saint Louis, Mo. 63110 by:

**2p.m. Friday, August 9, 2019**

The Saint Louis Zoo reserves the right to reject any or all Proposals or to accept any Proposal, should it deem such an action to be in its best interests.

If you have any questions regarding the contract terms and conditions of this request for quote, please contact Terri Mersinger via email at [mersinger@stlzoo.org](mailto:mersinger@stlzoo.org).

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## **INSTRUCTIONS**

1. Ensure that you have received all 47 pages of the Request for Proposal (RFP) package.
2. Complete ALL FORMS and any appendices and return by due date and time received on or before 2:00 p.m., Friday, August 9, 2019 or your Proposal will not be considered. Include signed copies of any addenda with your proposal package.
3. Provide **Two (2)** copies of your proposal, **one (1)** unbound signed and clearly marked as ORIGINAL and **one (1) copy** of the original proposal clearly marked as COPY in a sealed package or envelope. The original and all copies should be identical (excluding any obvious differences in labeling as noted above).
4. Proposal shall also be submitted electronically via email to [mersinger@stlzoo.org](mailto:mersinger@stlzoo.org).
5. Saint Louis Zoo reserves the right to award in whole or in part on the basis of the bids received, Lump Sum Price or Breakdown Price.
6. The Saint Louis Zoo reserves the right to reject any or all Proposals or to accept any Proposal, should it deem such an action to be in its interests.
7. All prices submitted shall be quoted in United States currency.
8. Prices shall not include any Tax.
9. Use the attached submission label, when you submit your response in a sealed envelope or package and deliver to the Saint Louis Zoo.
10. Quotation prices shall remain in effect for a period of ninety (90) days from the Proposal due date.
11. The intent of this Request for Proposal is to establish an agreement to provide a Point of Sale System on a non-exclusive basis to the Saint Louis Zoo.
12. All pricing for the core items are to remain firm until December 31, 2019, as this is a phased project, indicate pricing changes through 2021 as a percentage.
13. Any equipment delivered under this RFP, shall be packaged, packed and marked in accordance with normal commercial practice and packaging shall, where possible, be reusable or recyclable, maximizing recycled materials in the manufacture to the extent possible without affecting handling or storage. Operations for the Saint Louis Zoo in most cases are 7 a.m. to 4 p.m.
14. Substitution or modification to products offered shall not be permitted without the prior approval of the Saint Louis Zoo. The successful bidder shall keep a written record of the substitution approval along with the date and approval was given. Substitution shall be equal to or better than the original product and shall be at the same price or less as the original quoted item.
15. Include product information, samples, and pictures, as necessary.
16. Provide references of at least three (3) clients, including contact name, type of services provide, value or number of years services provided, whom your company has performed work of equal size.
17. If applicable, suggested alternative products are acceptable, however all such products must be quoted separately and should not replace the Saint Louis Zoo requested product, work or service.
18. It is the responsibility of the Vendor to understand all aspects of the RFP and to obtain clarification if necessary before submitting their Proposal.
19. The RFP is not a tender and does not constitute an offer, and a Proposal does not constitute a tender or a bid.
20. The Saint Louis Zoo will not be under any obligation to enter into a Contract or any other agreement with any entity, including Preferred Proponent in connection with this RFP and Proposal received.

21. For any questions concerning the contract terms and conditions of this RFP or any technical questions concerning the specifications of this RFP, please contact Terri Mersinger only via email at mersinger@stlzoo.org.

### **SCOPE OF WORK**

The Saint Louis Zoo requires a hardware and software solution for a POS system for all point of sale operations. The Saint Louis Zoo is looking to continue with a consolidation of point of sale systems for a continued unified system, further it would like to add Education Registration and Room Booking as part of the solution. Due to the large scope of the project, the Saint Louis Zoo intends for work to be completed in a phased approach.

The Saint Louis Zoo requires that the winning bidder provide a minimum 30 day Proof of Concept (POC). POC should allow for test version of the solution loaded onto the Zoo's servers for trial of all aspects of operation.

Vendor supplied hardware must be new and unused.

All measurements provided in this specification are considered estimates.

The proposal needs to include the design, coordination, supply, installation, testing, training, and yearly maintenance of the proposed system. All bids must include warranty and helpdesk support for all equipment and software necessary to provide a complete system. All warranty and helpdesk support missing must be itemized in the bid. This pricing is to include the cost to generate customized reporting, as well as customized solutions after implementation.

The Saint Louis Zoo currently operates approximately 135 POS Workstations across 55 locations. The registers are divided into the following categories: Food & Beverage, Ticketing/Membership, Retail, Dual Purpose, (the following will also identify Training and Parking as well). The Saint Louis Zoo will need some of these registers to be easily moved to and from locations on a daily basis to connect to a wireless network. Additionally, some registers are to serve dual purposes for both Retail and Ticketing/Membership, as well as training registers that can operate any of the programs.

**PLEASE NOTE:** Vendors are encouraged to complete elements that they can offer, even if they cannot offer a true unified solution. The Saint Louis Zoo reserves the right, should a true unified solution not present itself, to use multiple systems to achieve the overall objective of Operational Excellence.

## **Food & Beverage**

Lakeside Café - 13

Safari Grill - 4

Ray's Snack Shack - 2

Café Kudu - 2

East Café - 5

Ice Cream Oasis - 4

Showtime Snacks - 1

Carousel Café - 4

River Camp Café - 5

Hippo Hideaway - 3

Tundra Treats - 2

CZ Dots – 1

Laughing Hyena - 1

Big Cat - 1

Discovery Dots - 1

Sweet and Salty - 1

Tiki Fruiti North - 1

Tiki Fruiti South - 1

Wild Dots - 1

Fragile Forest - 1

East Dots - 1

River's Edge

Scoops - 1

Hippo Dots - 1

East Redwood - 1

Reptile Redwood - 1

Starbucks - 2

Shakespeare - 4

**Ticketing/Membership**

North Welcome Desk-6

South Welcome Desk-6

Railroad Station-4

Children's Zoo Ticket Booth-1

Sea Lion Show Booth-2

Stingray Booth-2

Carousel Booth-1

4D Theater Booth-1

Cashroom-1

Events-3

Sales & Catering-1

**Retail**

Tree Top Shop-6

Safari Gift Shop-5

Asian Ranger Base-1

South Cart-1

Phil's Trading Post -1

TLW Plaza-1

Tropical Traders-2

Uniform Store-1

Bear Market-1

Penguin Puffin Provisions-2

Candy Crossing-2

Caricatures-2

Face Painting-3

**Dual Purpose Retail & Ticketing/Membership**

North Rentals-2

South Rentals-2

Visitor Relations-3

**Training Registers**

Employee Learning Center-3

**Parking**

Main Campus – 5

ZES - 6

## **FUNCTIONAL REQUIREMENTS**

Please answer to the availability of functionality in the proposed system. If you answer no, please explain differences in detail. Attach additional pages, if necessary. Identify in detail any third party solutions or willingness to make modifications to the software application. As part of the detail for third party solutions, include if it would be required that the Saint Louis have a separate account with them, or is the entire relationship being managed through the POS provider. Any requirements not responded to by the vendor will be considered unavailable functionality.

**Yes=Y**

**No=N**

**Third Party=3**

**Modification=M**

**Roadmap=R**

**Reference the Line number for explanation to a Response**

<b>LINE #</b>	<b>DESCRIPTION/SYSTEM FEATURE COMPONENTS</b>	<b>Response</b>
	<b><i>General Features for POS</i></b>	
A1	System designed for large enterprise that integrates all functions of multiple Revenue Center locations (RVC). RVC is defined throughout this document as either multiple workstation location or a single register, which may or may not be portable.	
A2	System supports over 200 POS Workstations operating simultaneously, with no processing slowdown, and is installed in multiple large operational sites that can be referenced as such.	
A3	System supports access to back end reporting from multiple users and does not limit or restrict operation of an Online Store or POS Workstations and causes no slowdown to the system as a whole.	
A4	System supports and provides reports for each RVC, all RVCs and any combination of RVCs.	
A5	System supports separate merchant accounts for each RVC.	
A6	System supports multiple general ledger integration for all products and for the RVC. Specifically, the System needs to be able to post each SKU sold at a specific location to a specific GL account, additionally lost revenue by a cashier needs to automatically post to a specific GL based on the location they worked. Robust reporting on these items would also be required. <b>Please specify in detail.</b>	
A7	System Support a Windows Server	
A8	System supports running the server in VMWare Virtual Environment.	
A9	POS Workstations can function on cabled Category 5e/6 Ethernet, and can be optionally configured to function on a Wireless network (WiFi)	
A10	System supports a <u>central database</u> /server (s) in a TCP/IP environment.	

A11	System support TCP/IP networking protocols for communication among networked devices (i.e. Server, Desktop PCs, Workstations, IP Remote Printers, etc.).	
A12	System supports SQL (Structured Query Language) to query, update, and manage system databases. Reports can be gathered from Central database system at any time.	
A13	System application is based on SQL Server as the database platform.	
A14	System proposed is based on Vendor's applications or Vendor is an authorized reseller/partner of a 3rd Party Vendor application. <b>Please specify.</b>	
A15	POS workstations can operate standalone "offline" in the event Server connection failure, and update the Server with the stored transaction information, once the Server connection is restored. This functionality must be robust, allowing for continued acceptance of Credit Cards, Gift Cards, and verification of tickets or wristbands.	
A16	System supports POS activity tracking and audit from a central location in real-time.	
A17	System reports are available at desktop workstations having management software installed.	
A18	RVC reports can be run at POS Workstations at the RVC location.	
A19	Each sales transaction assigns a unique transaction number to assist in an audit trail.	
A20	Transactions can be broken down into cash, credit and alternative media.	
A21	System supports custom payment types.	
A22	System has the ability to generate and accept a gift card program. Gift Cards also appear as separate bankcard transactions on a credit card activity report.	
A23	System can direct sales and inventory adjustments/receipts to a specific account code either by specific item or by specific item by location.	
A24	System allows for the sale of multiple item types in one transactions (ex. Customer purchases food and a membership at one time).	
A25	System provides Menu Item/Group/Family/Total Sales Reports by RVC and by Enterprise, that can be programmed for an automatic sequence of specific reports.	
A26	System provides Hourly Sales Reports, and Historical Sales Reports, by RVC and Enterprise.	
A27	System provide reports on performance by item and by vendor.	
A28	System has the ability to sort and filter reports by department/group, vendor, item, sales, or margin.	
A29	System can provide daily total reporting by employee or by location including a breakdown of cash, credit, and discounts used.	
A30	System includes reports to show utilization of special offers or discounts.	
A31	System can filter reports by date range, specific date, or specific days of the week.	
A32	System provide Query functionality for Reports and Transaction Analysis.	

A33	All reports for the System are available in real time.	
A34	System allows for the creation of custom reports or the modification of fields on existing canned reports.	
A35	System provides Transactional Analysis to review the journal that has captured time, date, cashier, RVC and transaction.	
A36	Transactional journal can be searched to find a specific transaction by transaction number, item, type of purchase, date, or event.	
A37	System tracks all voids, deletes, no sales, and log-in attempts.	
A38	System database includes enterprise maintenance and broadcast of Items, Prices, Employees, Discounts, Media and Touch screens.	
A39	System has the ability to maintain and track an unlimited number of items/SKUs. <b>Specify the number of items/SKUs if not unlimited.</b>	
A40	System has the ability to maintain and track an unlimited number of employees. <b>Specify the number of employees if not unlimited.</b>	
A41	System supports variable priced items (cashier is prompted for price at time of sale).	
A42	System has the ability to delete/hide inactive cashiers.	
A43	System can program messages on Receipts.	
A44	System can prompt cashiers during sales process with customizable messages.	
A45	System can prompt for age verification on alcoholic purchases.	
A46	System supports up-selling messaging for items of better value based on the product, and offer reporting on this feature. Can feature can be disabled or enabled based on location? <b>Please specify.</b>	
A47	System can capture customer information at time of sale including zip code or email address without assigning a customer record to the sale.	
A48	System can prompt cashier with customer survey questions with a cashier having the ability to bypass a question if the customer chooses not to respond. Survey questions can be turned on and off.	
A49	System has the ability to prompt cashier with a custom form to be filled out for certain items that are sold.	
A50	System has the ability to send a message from a supervisor to cashiers either as a group or individually as a pop up or general message and such messages can be removed as needed.	
A51	System can assign a customer record to each sale if desired with customer information being collected at the time of sale.	
A52	System allows for shortcuts when putting in address information for customer record (ex. Putting in zip code automatically populates city and state fields).	
A53	Customer records can be accessed by scanning a barcoded card, by swiping a mag stripe card, and by searching for a full or partial match within fields such as name, address, or zip code (ex. Search for "Government" finds a match with "1 Government Drive").	
A54	System supports alternative login methods such as biometrics or swipe cards.	
A55	System can alert management by email or other methods if a predefined threshold of voids, deletes, or cancels has been reached by an individual cashier.	

A56	System discounting options include: Dollar amount of Total, Percentage of Total, or Item, Discount Exclusion of Item, discount based on number of items.	
A57	System can prevent multiple discounts from being used on single sale.	
A58	System can discount based upon a swiped or scanned member, employee, or volunteer ID.	
A59	System can interface to a Secure Remote Access to all functions, using a web browser, over the Internet. The Remote Access must have two-factor authentication to insure security.	
A60	System can export data into widely-used PC spreadsheet, database and word processing file formats including PDF and XLS.	
A61	System supports assignment of multiple barcodes to an item for easy scanning.	
A62	System supports printing of barcode tags for merchandise with the ability to choose a type of tag per item.	
A63	System allows for printing and scanning of a barcode on each receipt to assist in bringing up a transaction for reprint of receipt, return, or void.	
A64	System supports the use of barcoded coupons, coupons can be for a free item, "BOGO", percent off, or dollar amount off, and can be tied to specific SKUs. <b>Please specify.</b>	
A65	System has a loyalty/rewards card component.	
A66	System supports matrices for color and size.	
A67	System allows for assignment of an image to each item.	
A68	System allows for a minimum of 80 characters for item description.	
A69	System allows for a minimum of 15 but preferably 20 characters for display on receipts or price tags.	
A70	System can bundle items together with separate SKUs.	
A71	System supports different costing methods <b>Please list methods available.</b>	
A72	System can disable and hide inactive SKUs.	
A73	System supports gift cards and allows for a gift card value to be assigned at time of purchase.	
A74	System allows for reporting on used and unused gift card value.	
A75	System has the ability to set promotional pricing by date range.	
A76	System has the ability to schedule, in advance, a price change for an item.	
A77	System has the ability to import existing item information and inventory levels.	
A78	Prices for products can be manually changed by cashiers if they have permission to do so.	
A79	System integrates with Finance and Cash Room so that data can be downloaded out of the POS and placed into the Financial software.	
A80	System supports multiple keypad levels to easily convert from day operations to an event operation.	
A81	System supports logging off or locking registers due to be idle.	
A82	System either offers Business Intelligence capability for advanced analytic review or offer integration to a 3 <sup>rd</sup> party. <b>Please Specify.</b>	
A83	System supports AI integration.	

A84	System supports voice activated purchases.	
A85	System supports ability to remotely monitor a cash register station either by means of screen mirrors or in tandem with cameras.	
A86	System allows for Multiple Languages, either for the user or for any front facing customer materials, so that it can easily be changed.	
A87	The System has a process built in for recognizing Employees and can have certain benefits for them such as discounts and free items based on their department or status in the organization. Employees could access these benefits using an ID card or barcode. Note In the current process the Zoo uses, Employees are a class of member, however this creates many issues for the Zoo and a different or better controlled solution is preferred. <b>Please specify how you would propose addressing.</b>	
A88	The System allows for cash value loaded onto tickets, i.e. in the professional sports team model, where a ticket can be loaded with an amount of money prepaid or as a promotional bonus, and the funds can be redeemed at any POS station in the institution.	
	<b>SYSTEM OFFERS FULL INVENTORY MANAGEMENT SOLUTION THAT INCLUDES THE FOLLOWING ITEMS:</b>	
B1	System can track inventory on select items.	
B2	System can track inventory associated with Online store activity.	
B3	System allows for creation of POs that can be printed or emailed to a vendor.	
B4	Warehouse functionality for central receiving of merchandise.	
B5	Order receiving function that shows multi-delivery information.	
B6	Items can be tracked by bin location in the warehouse.	
B7	Ability to transfer merchandise from the warehouse to the stores and from one store to another.	
B8	Ability to transfer merchandise to multiple stores in a single operation. By SKU and by category.	
B9	Ability to confirm the quantities of a shipment.	
B10	Ability to send an alert by email to warehouse when a transfer has been submitted to the warehouse.	
B11	Ability to send an alert by email to PO creator or other party when a PO has been received.	
B12	Ability to check merchandise levels for all stores at a single point of sale.	
B13	Ability to get a snapshot of inventory levels for performing inventory.	
B14	Ability to perform inventory by location, by item, by bin location, or by group of items.	
B15	Ability to reconcile store inventory based on physical counts and report on shrink values.	
B16	Ability to receive multiple shipments against a single PO.	
B17	Ability to cancel a PO or reinstate a previously closed or cancelled PO.	
B18	Ability to assign multiple vendors to one item.	
B19	Ability to set up automatic reordering of certain items, and easy reordering of SKUs that is not automatic.	
B20	Ability to set up reorder levels by date range.	
B21	Ability to return merchandise to a vendor.	

B22	Ability to mark damaged items out of stock.	
B23	Ability to track case pack by item with different unit of measure options.	
B24	System supports each order process with quick SKU set-up, copy function, price change.	
B25	Detailed SKU tracking both at the Central Warehouse and by store location.	
B26	SKU history is available for the life of the SKU.	
B27	System allows for a degree of separation among departments, such as Retail, Food & Beverage and Membership. For example, Membership has products such as plush animals for adoptions or giveaway bags that require inventory management, but are not part of the main Retail operation. <b>Please specify or explain.</b>	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO A FULL TICKETING SOLUTION</b>	
C1	System supports multiple ticket printers attached to one POS workstation.	
C2	System supports a wristband printer system that uses a cartridge based printer, such as Zebra. The printer needs to be able to print multiple types of wristbands or print on the bands in such a manner that the materials are visibly distinguishable.	
C3	Tickets can be printed on multiple media types including ticket stock from a ticket printer, wristband stock from a wristband printer, or on a receipt and can be assigned as such by item.	
C4	Tickets can be assigned to print to a specific printer by ticket type.	
C5	Tickets, wristbands, and receipts can be printed with a barcode on them to be used for ticket redemption which once validated cannot be reused.	
C6	System supports validation of a barcode as a ticket from a print-at-home confirmation or a barcode brought up on a smartphone from a purchase made online.	
C7	Ability to customize the design of a ticket by type of ticket sold including wording, adding a logo, printing an expiration date, etc.	
C8	System supports printing of a certificate as a ticket-type on an 8.5 x 11 networked printer.	
C9	Support for timed ticketing for certain events/attractions with a customizable amount of tickets available for each timed event.	
C10	Ability to put timed tickets back into availability if returned.	
C11	System can calculate an expiration date for a ticket type to be printed on each ticket. Depending on type, expiration date could vary.	
C12	Tickets that are beyond the expiration date are automatically invalidated and cannot be used.	
C13	System allows for discounted pricing for group tickets when a customizable threshold is reached.	
C14	Group sales can be invoiced (with a printed invoice from the system) or paid at the point of sale when picking up tickets.	
C15	Group sale ticketing types and amounts can be adjusted at the point of sale.	

C16	System allows for tickets/wristbands, purchased online or in person, to be printed at a self-serve kiosk.	
C17	Tickets must be customizable and able to print a variety of pieces of information, including, but not limited to what all the ticket is valid for.	
C18	System supports a redemption solution at paid events or attractions.	
C19	Supported redemption devices are rated for lasting long hours, or have easy swapping for batteries.	
C20	Supported redemption devices will function in all-weather situations.	
C21	Supported redemption devices will function offline.	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO A PARKING SOLUTION WITH 3<sup>RD</sup> PARTY</b>	
D1	System offers integration to a Parking Solution that integrates allowing the Parking System to recognize Employees, Volunteers and Members. For Members, also to communicate to the Parking Solution the type of Member. <b>If the POS vendor has an existing partnership with a Parking Solution provider please specify.</b>	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO A PARKING SOLUTION IF VENDOR HAS A SOLUTION WITHIN THE SYSTEM</b>	
E1	System has the ability to issue a free parking voucher in advance that can be emailed or printed for a customer and validated at the parking lot.	
E2	System supports an option at parking lots to pay on exit with a credit card at an unmanned kiosk.	
E3	System supports an option to pay for parking at a POS workstation and receive a ticket that can be validated on exit from the parking lot.	
E4	System can integrate to parking lot gates in order to lift gate when transaction is completed.	
E5	System can track inventory of available parking spaces by tracking amount of entrances versus amount of exits and can provide a real-time status of available spaces.	
E6	System can allow for entrances and exits with a specific ID associated to be excluded from any counts affecting inventory of available parking spaces (employee carts may go through entrance or exit and not be taking up a spot).	
E7	System can support sensor technology for Zoo vehicles such as golf carts, etc.	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO A FULL MEMBER MANGEMENT SOLUTION</b>	
F1	Raiser's Edge integration is required for Membership. Raiser's Edge is used by the Saint Louis Zoo to maintain all members and needs two-way integration with Raiser's Edge.	
F2	In the event that the Zoo, no longer wishes to use Raiser's Edge, <b>Please specify a software solution for replacement that would integrate with the POS in a similar manner.</b>	
F3	The ability to add, renew, rejoin, and drop a membership from a customer record.	
F4	Membership benefits are instantly available or removed after adding or dropping a membership? Can membership benefits be stacked from one period to the next?	

F5	System automatically determines type of membership transaction based on whether the customer has an existing active or inactive membership (add, renew, or rejoin). The option to override, enable or disable is included.	
F6	Support for multiple membership levels at difference price points with different membership benefits.	
F7	Membership level can be upgraded to a higher level at any point after the initial purchase. This would add the difference in benefits between levels and charge the difference in price between the two membership levels> The price difference needs to be automatically calculated. This includes robust reporting on upsell activity. Upgraded benefits would be available immediately. <b>Please specify as much as possible.</b>	
F8	Membership expiration date is automatically calculated based on purchase date.	
F9	Membership expiration date can be defaulted to the last day of the month for the month in which the membership was purchased one year following the date of purchase or customized at the choice of the Saint Louis Zoo.	
F10	Membership tickets can be printed with the expiration date of the membership on the ticket.	
F11	Members can be searched by entering specific information in the member record in order to attach to a transaction when a card is not available, this search ability can be restricted based on the status of the employee needing to search. The System can differentiate in this search is the record is truly a Member, or a Volunteer or Employee. <b>Please specify.</b>	
F12	Information about customer membership (ID, membership level, remaining benefits) is readily available during a transaction for attached customer without having to run a separate report.	
F13	Member status, member ID, membership level, benefit usage by date, remaining benefit balance, and expiration date must be displayed when looking up a customer record. The record should show also show the address, email address, and phone number for the customer.	
F14	System allows for both a pool of benefits that is depleted when tickets to certain attractions are purchased, as well as static benefits such as discounts or daily allotments. <b>Please specify.</b>	
F15	System allows for the purchase of discounted and non-discounted items in same transaction such as free membership benefits. This would also automatically recognize any special member pricing on any items due to members in any transaction.	
F16	Applicable discounts for members are automatically applied by attaching a customer record.	
F17	System allows for the early renewal of a membership.	
F18	System can optionally allow for membership benefits from existing membership to be rolled over if a membership is renewed early, with original benefits expiring based on the “old” membership.	
F19	Ability to void tickets from a member record without printing. Any voiding of tickets should be tracked in the customer record.	

F20	System allows for batch voiding of tickets from multiple customer records using a spreadsheet or similar format.	
F21	System allows cashiers to return membership benefits back to the member account, and is tracked with when and who authorized it.	
F22	System has the ability to print a membership card at the time of purchase, reprint or print cards in back of house. This includes that the card can be customized at this time to reflect if the customer wishes to issue to a spouse or child in record, etc. The System would also allow for reporting on date the card was generated and where it was printed. <b>Please specify as much as possible.</b>	
F23	System has ability to offer digital membership cards using programs such as Apple Wallet. <b>Include if this automatically updated.</b>	
F24	System allows for a member to view information about their membership, update allowable fields (ex. Email address, phone number, and address), and print tickets from a self-serve kiosk or online.	
F25	System allows for a preferred contact method by member (ex. Email or regular mail).	
F26	System allows for a customer facing screen to display recorded member information for verification purposes.	
F27	System allows for reporting by specific member or member level on benefits redeemed.	
F28	System allows for multiple membership types to be on one account, as well as defaulting to the most recent membership, this includes a prominent “choose membership” button the user will be able to see.	
F29	System stores membership purchase history and is searchable at the register level.	
F30	System allows for flagging duplicate records or ideally preventing them from happening.	
F31	System has a process for easily removing duplicate records or combining records as needed. <b>Please specify and answer considering item F36 as well.</b>	
F32	System supports gift memberships where someone purchases a membership or makes a donation for another person, and can track both the purchaser and the receiver, including the issuance of any benefit items and where they were sent to or redeemed by. <b>Please specify.</b>	
F33	System connects to members email so that customized emails or messages can be sent to them.	
F34	When selling memberships, system supports autofill to a degree for the inputting of USPS address information.	
F35	The System supports a matching gift program related to memberships, where a company would fund part of the cost of membership if their employee chose to buy one. The employee would pay a discounted price based on the company’s match. The system could easily generate a report to allow for invoicing to the company based on remainder due. <b>Please specify how this would be addressed.</b>	
F36	The System can identify abbreviations or nicknames in regards to searching or for member duplication.	

F37	The System will auto-format client entered data to an approved standardized model at time of entry. For example, if an employee entered a new client in with all cap letters, the system would automatically change it to a traditional style or whatever the Zoo chose as the standard. <b>Please specify.</b>	
F38	The System can track changes made to a membership record, and specifically what user made the changes.	
F39	System supports scanning of Driver's license to input customer information and auto-formats information based on Zoo standard.	
F40	System supports ability to send messages to designated cashiers within program.	
F41	System allows for customizable pop-up notes when certain member records are accessed.	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO AN ADOPTION PROGRAM</b>	
S1	As noted in other sections of the proposal, System supports Raiser's Edge integration, in this case as it pertains to adoptions being a donation type and recording as such.	
S2	System supports a donation based adoption program.	
S3	System allows for the donation amount to be variable, as well as the item or animal being adopted to be either selected from a prepared list or customized.	
S4	System allows tracking of donation and sends the data through integration to a CRM.	
S5	The System allows that if the donor is a member, the record of the adoption donation would be associated with but can be tracked separately from their member record. The system should be able to distinguish the differences between Memberships and Adoptions.	
S6	System should have the option to have adoption information appear only in certain POS locations (i.e. Welcome Desk but not Attractions).	
S7	The System automatically prompts and includes inventory items due to the Customer if included in the donation, based on type.	
S8	The System allows, similar to membership, that adoption donations can be given as gifts, with the same tracking as described for membership gifts (gift to recipient/gift to donor). Should be able to track multiple adoption donations on one donor record, whether to other recipients or to self.	
S9	The adoption donation program operates in the online store the same way as it does onsite. Includes variable donation amounts and preselected or customized animal type.	
S10	As stated in item B27, adoptions donations ties to an inventory management solution for products associated with the program.	
S11	As with other items in the proposal adoptions has robust reporting to check on all aspects of the program.	
S12	System can track items of issuance to members and note if they were given at time of purchase or if the items need to be fulfilled and mailed by the back office.	

	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO A FULL FOOD &amp; BEVERAGE SOLUTION</b>	
G1	System supports a KDS that allows for food expediting for front and back of house.	
G2	System offers integration with digital menu boards.	
G3	Offers a Customer Facing Portal to confirm orders on the screen, with the option for product marketing or other types of upsells or promotions displayed when register is not in use by employee	
G4	System is compatible with scales to measure food weight and charge customer based on perimeters.	
G5	System supports Food Safety/HACCP Palm Pilot/Mobile technology.	
G6	System supports IoT Temperature monitoring functionality.	
G7	System supports both mobile and online ordering for Food & Beverage items for redemption onsite.	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO A FULL RETAIL SOLUTION</b>	
H1	Easy item search in a SKU library at any level, warehouse or store.	
H2	Must support data migration in a controlled test environment.	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO A FULL SALES &amp; CATERING SOLUTION</b>	
I1	System has the ability to sell rooms in composite spaces, or reserve them for internal purposes. It would also need to be able to apply restriction based on the rooms, possibly as only unbookable and can only be booked based on user or a user group. <b>Please specify.</b>	
I2	The System allows for overlapping of room bookings with permissions as needed.	
I3	System has a robust registration module for such items as camps, preschool, or classrooms. This includes the ability to capture traditional registration information such as a name and address, as well as information such as emergency contacts, allergies, medication, etc. There would need to be customization based on event, where certain fields would be required for one event, but may not be needed for another. <b>Please specify.</b>	
I4	System has the ability to prepare or attach room layouts for spaces being used. If this function is not available, is integration with a 3 <sup>rd</sup> party system possible. <b>Please specify.</b>	
I5	System will allow for Group Tickets and Wristbands to be pre-printed with or without any prepayment in the back office sales environment.	
I6	Ability to edit individual invoices generated in the System before being sent out.	
I7	Allows for the ability to invoice multiple events at the same time.	
I8	Ability to edit reservations at any point in the process of booking, even after closure.	
I9	Ability for Internal Customers to initiate an order for room reservations or catering.	
I10	System allows for the billing of internal customers through authorized expense accounts through a separate payment category.	
I11	System supports the ability to attach items such as timeless and logistic plans into an order.	

I12	System supports contract creation for events, or has the ability to attach them to order. <b>Please specify.</b>	
I13	As part of reporting, the System allows for the pulling of information based on all aspects of an event, and records are searchable and manageable such as a CRM. <b>Please specify.</b>	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO A FULL EDUCATION SOLUTION</b>	
J1	As with Sales & Catering, system has the ability to sell rooms in composite spaces, or reserve them for internal purposes. It would also need to be able to apply restriction based on the rooms, possibly as only unbookable and can only be booked based on user or a user group. <b>Please specify.</b>	
J2	As with Sales & Catering, the System allows for overlapping of room bookings with permissions as needed.	
J3	As with Sales & Catering, system has the ability to prepare or attach room layouts for spaces being used.	
J4	System has a robust registration module for such items as camps, preschool, or classrooms. This includes the ability to capture traditional registration information such as a name and address, as well as information such as emergency contacts, allergies, medication, etc. There would need to be customization based on event, where certain fields would be required for one event, but may not be needed for another. <b>Please specify.</b>	
J5	The ability to complete registration would translate completely to an online store.	
J6	The System allows for confirmations being sent out to be sent through Outlook or allows for the attachment of a confirmation to be sent separately in Outlook. <b>Please specify.</b>	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO AN ONLINE STORE SOLUTION</b>	
K1	System supports all online items as noted in the previous sections department and general sections of the list.	
K2	System supports a variety of methods for using the online store including the ability to log in as a member, a general user, or as a guest.	
K3	In reference to membership login, the System is able to prevent the possibility of duplicate member records.	
K4	In reference to membership, the System allows for member pricing consistent with onsite sales.	
K5	As previously referenced in the Inventory Management, the System supports an online Retail store that can sync with the live inventory, and deduct as sales happen.	
K6	System supports the ability to suspend sales of online tickets at a predetermined time before an event begins.	
K7	System supports the ability to modify language, graphics, etc. of online tickets or emails generated as a result of sales.	
K8	System allows for the online storefront to be designed to match the theme of the Saint Louis Zoo's site.	
K9	Reports from online sales are consistent with any onsite activity reporting.	

K10	Please specify the options for the control and updating of the online store after implementation.	
K11	The online store supports a customer support feature with either calling, email or chats. <b>Please specify who will be doing this activity. Is it the vendor, the Zoo, or would it be hosted by a 3<sup>rd</sup> party.</b>	
K12	The online store offers minimum lag time, so sales become live and redeemable within a few minutes at most of sale completion.	
K13	In reference to the sale of Gift Memberships online, there is an option to mail or send information, etc. to the donor or the recipient. This includes robust reporting to allow for a record of who was the donor, where did items go to, and if there was an occasion (including what it was) for the gift.	
K14	The System allows for the back office to manually take orders over the phone and be able to email out a confirmation and the tickets, the same as if the customer completed an online sale.	
K15	The System allows for the back office to locate any online sales, retrieve the order and fulfill tickets from the order in the event the customer loses their online tickets.	
K16	The System supports all types of donations that could be coming into the institution. This would include unspecified donations or donations on specific programs, products, etc. This includes reporting.	
K17	The System supports in relationship to member sales, capturing the current address on file for the member and then storing separately a billing and shipping address.	
K18	The Online Store supports all the same payment methods as accepted onsite, as well as other cashless systems such as PayPal. <b>Please specify.</b>	
K19	Does the online store accessibility for the visually impaired? Please specify how and to what extent?	
	<b>SYSTEM SUPPORTS THE FOLLOWING ADDITIONAL ITEMS RELATED TO A KIOSK SOLUTION</b>	
L1	The System supports the option of having unmanned self-service kiosk for the purpose of either selling or printing tickets and wristbands.	
L2	Self-service kiosk have an option to be outdoors and weather rated	
L3	Self-service kiosk can accept all forms of payment accepted at traditional register locations.	
L4	Self-service kiosk have the ability to alert staff in the event of malfunction, cash collection time, or to replenish ticketing stock.	
L5	The system supports the option of having unmanned self-service kiosks for the purpose of ordering food or other retail items at a concession location.	
L6	A Self-service kiosk option is available to print membership cards.	
	<b>INTERFACES/INTEGRATIONS</b>	
M1	System can directly interface with, accept imports from, or produce exports for the following systems currently functioning at the Zoo:	

M2	<b>Raisers Edge for membership integration</b> The Saint Louis Zoo uses Raisers Edge to maintain a database of all members and is looking for two-way integration with Raisers Edge. <b>Please specify the frequency of the integration, is it continuous, schedule, etc.</b>	
M3	<b>Ceridian Time and Attendance</b> The Saint Louis Zoo uses Ceridian Time and Attendance (cloud solution) to track employee timecards. We are looking for any possible ways to use the clock in/out information combined with POS sales information to get a report showing labor percentage over time ranges. If Ceridian Time and Attendance cannot be directly integrated, the St. Louis Zoo will look to move time and attendance into the POS system if applicable.	
M4	<b>Cummins Allison Cash Room Manager</b> The Saint Louis Zoo currently uses Cummins Allison Cash Room Manager to track revenue bags for all cashiers. The Saint Louis Zoo is looking at possibly exporting revenue details from the POS system to import into Cummins Allison or to interface to Cummins Allison. If the POS has the functionality needed to count and track revenue bags, the St. Louis Zoo may move this function into the POS.	
M5	System has integration from the previous POS provider to import items such as menus in F&B or general history of items. <b>Please specify.</b>	
M6	<b>SAGE 300 – AccPAC</b> The Saint Louis Zoo currently uses Sage 300 for its accounting application. We are looking for possible integration of POS GL account revenue into this system.	
	<b>CREDIT AUTHORIZATION &amp; ELECTRONIC DATA CAPTURE SOFTWARE</b>	
N1	System Payment Application is currently listed as Validated, as reported by PCI Data Security Standards website	
N2	System can automatically batch and settle credit cards at the end of the night, and manual batching is an available option	
N3	System can batch process credit cards accepted while in an offline state	
N4	System Payment Application interfaces to: <b>(Please list merchant provider options below)</b>	
	<b>REVENUE CENTER (RVC) &amp; POS WORKSTATION FUNCTIONALITY</b>	
O1	POS workstations support the use of touchscreen “hot keys” for commonly sold items or where a barcode scan isn’t practical. The arrangement/order of such “hot keys” should be customizable by RVC. <b>Please specify the maximum number of Hot Keys that can be used.</b>	
O2	POS Workstations have the same menu and prices within an RVC. Different RVCs may have different menu items and prices.	
O3	Menus and pricing exist and are maintained in a central database.	
O4	Menu and pricing may be different for a special event at any RVC.	

O5	POS workstations are user-swappable within RVC and between RVC. Moving a POS workstation to a different RVC will allow that POS Workstation to access the menu items and prices of the different RVC.	
O6	POS workstations can record and print an itemized receipt for menu items and discounts, as well as receipts for credit/debit and other media. <b>Please additionally specify if the number of receipts printed could be associated with a SKU. (i.e. if a membership is sold could those SKUs trigger two paper receipts, vs. if a regular pass is sold only one is printed).</b>	
O7	POS workstations can print location name, date, time, and cashier on receipt.	
O8	POS workstations can print tender received and total tender due on receipt.	
O9	POS workstation can print type of credit card used on receipt for credit transactions.	
O10	POS workstations can print zoo logo at the top of each receipt.	
O11	POS workstations can print customer name on receipt for a transaction associated with a specific customer.	
O12	POS workstations can record a transaction, suspend all printing, but print on demand (as requested by customer) before the next transaction.	
O13	POS workstations can suspend a sale and bring up the transaction on another workstation to complete the sale.	
O14	POS workstations can produce a RVC sales report, including items sold, and closing media reports.	
O15	POS workstations can enter amount tendered manually, and have pre-set tender keys (\$5.00, \$10.00, \$20.00, etc.) to speed up transactions.	
O16	POS workstations can split the payment between multiple payment types and accept an internal purchase as one of the types.	
O17	POS workstations can discount selected sales by a fixed dollar amount or percentage, if programmed. 100% Discounts can be under management control.	
O18	POS workstations can limit or expand access to specific keys or function, based on security access level programming in their user profile.	
O19	POS workstations can enable/disable voiding of entire sale or specific items in a sale.	
O20	POS workstations can enable/disable opening of drawer without a sale.	
O21	POS workstation drawer can be closed so that another user can't login and open the drawer.	
O22	POS workstations can reroute to a different receipt printer in the event of a printer failure.	
O23	System has audit trail function that can search transactions by workstation, including by credit card.	
O24	POS workstations have Training mode feature.	

O25	Credit and Refunds can be limited to specific groups of users. Users without authorization to do so, can complete this with logged in Manager authorization.	
O26	Requiring and printing of a Credit Card Signature Receipt, for Credit transaction below a specific dollar amount, can be suspended.	
O27	POS workstations can track Cash Pickups made throughout the day, for a specific Cashier's closeout.	
O28	POS workstation can be programmed to time out after a customizable period of inactivity, requiring the cashier to sign-in.	
O29	System can produce one financial report for a Cashier that has moved from different POS Workstations within the same RVC.	
	<b>POS WORKSTATIONS &amp; PERIPHERALS</b>	
P1	POS workstations are available in Touch screen	
P2	POS workstation has customer facing display showing item, price, amount due and change due and custom messaging. Does this also include interrupted marketing when not being used for transactions?	
P3	POS workstations have integrated magnetic bar readers to process credit/debit cards, and magnetic employee/member or gift/stored value cards.	
P4	POS Workstations have barcode scanners attached to them to easily scan member or employee cards, as well as gift/stored value cards.	
P5	POS workstations display specific menu item, price, total transaction amount, and if the POS is closed.	
P6	POS workstation can print receipts at a single printer attached to the POS, or have no printer attached and instead send all receipts to single networked printer.	
P7	Barcode scanners can scan a barcode, QVR or 2d image on a smartphone in addition to those physically present.	
P8	System supports EMV readers for Credit Cards.	
P9	System supports cashless payments such as Google Wallet or Apple Pay.	
P10	System supports barcode tag printers.	
P11	POS workstations can optionally add a scale.	
P12	POS workstations can support dual drawers.	
P13	System supports use of coin sorters and bill scan counters for reconciling cash counts at Cashroom.	
P14	POS has ability to email receipts.	
P15	POS workstations are spill resistant.	
P16	POS workstation are to a degree weather resistant or weather proof including operating in very warm and very cold situations <b>Specify the degree of resistance including temperature ranges.</b>	
P17	POS workstation can withstand regular cleaning with industrial strength cleaning agents. Please recommend cleaning process and agents.	
P18	POS workstation may be placed atop the cash drawer or next to the cash drawer.	
P19	POS workstations connect to cash drawer that can be programmed to open (or not open) automatically when the transaction is complete, based on tender payment type, and can prohibit the next transaction if left open.	

P20	Cash drawers do not require a separate source of power.	
P21	Cash drawers can be mounted above or below the counter.	
P22	Cash drawer unit can be optionally mounted, to secure the unit to a stand, allowing only the cash till to be removed and not the entire drawer unit.	
P23	POS workstations may print Order Requisitions to either an optional remote network Printer, or an optional remote Kitchen Display unit.	
P24	POS workstation can support an automatic change dispenser.	
P25	System can support optional handheld devices, such as Palm Pilot tech for inventory counting.	
P26	System can support optional signature capture PEDs (Pin Entry Devices) for credit/debit transactions ( <b>devices must be currently listed as approved by PCI Data Security Standards website</b> ).	
P27	Equipment has a degree of physical configurability to adapt to user heights or the space being used.	
	<b>VENDOR</b>	
Q1	Vendor provides DIRECT project management support, and complete turnkey ONSITE implementation. <b>"DIRECT", as noted throughout this document, refers to the use of the Vendor's own Employees, and not the use of 3rd Party Contractors.</b> (It is understood that Saint Louis Zoo will be responsible for all network connectivity, including applicable Wireless infrastructure).	
Q2	Vendor provides local delivery and DIRECT ONSITE installation services.	
Q3	Vendor provides DIRECT ONSITE training services. Training services can include IT Administrators, a select group of managers/supervisors, and finance staff. Training shall include such topics as System Administration including Touchscreen layouts and RVC programming, How to Operate, How to Administer, How to Troubleshoot.	
Q4	Vendor offers continuing education for departments or teams requiring it. <b>Please specify any associated costs.</b>	
Q5	Vendor will provide Technical documentation for the Support Staff. Including a comprehensive User Manual.	
Q6	Vendor's initial Software Support includes 12 Months coverage from time of Physical hardware installation. The value of this Support is included in the pricing.	
Q7	Vendor will provide ongoing Software Support, as needed, after the initial 12 Months. Please specify if this is DIRECT ONSITE or PHONE SUPPORT.	
Q8	Vendor provides future software releases and updates to application as part of regular software maintenance fees (may not include installation fees, if applicable).	
Q9	Vendor's Hardware is under Warranty for 12 Months after Physical Installation of hardware <b>Please specify in detail the nature of the warranty for all equipment.</b>	
Q10	Vendor's Hardware Warranty can be extended past the initial 12 Months <b>Please specify in detail the nature of the warranty for all equipment.</b>	



## ***PRODUCT EVALUATION***

If requested, bidders are required to schedule appropriate software demonstrations for evaluation purpose at no cost to the Saint Louis Zoo either by site visit to the Saint Louis Zoo or via web demonstration.

As referenced in the Vendor section of “Functional Requirements”, the finalist may be asked to provide a Proof of Concept for a least one month, before a final contract and agreement is made. The provided cost of the Proof of Concept would be at the expense of the Saint Louis Zoo. Should the Zoo opt to proceed with the Vendor, the cost for the Proof of Concept would be deducted accordingly from the total cost. Should the Saint Louis Zoo choose to not proceed, the Saint Louis Zoo will accept the full cost of the Proof of Concept as specified in the bid.

## ***EQUIPMENT INSTALLATION AND IMPLEMENTATION***

The vendor shall be responsible for installation, integration and testing of all hardware and software. All installations must be scheduled to create a minimum of interruption in the daily operations of the Saint Louis Zoo. Implementation will include ONSITE support, with details specified on the amount of coverage provided.

## ***SUPPORT PLAN***

Specify the nature and costs of any post-implementation and on-going support provided by the vendor including:

- A. Warranty Period (applicable start, length of time after applicable start, all coverage details—hours, days, etc.).
- B. Telephone Support (hours of operation, 24 x 7 availability, etc.).
- C. 24 hour ONSITE service & support availability details.
- D. Special plans defining “levels” of customer support.
- E. Delivery method of future upgrades and product enhancements.
- F. Licensing costs of Software version upgrades need to be part of the Support Plan cost (note if installation costs are additional).
- G. Problem reporting and resolution procedures.
- H. Other support details (i.e. ONSITE, REMOTE ACCESS, CLOSED CALL REPORTING, and ADDITIONAL USER TRAINING when needed).
- I. Details and Costs associated with YEAR 2: Onsite Hardware and Software Support Plans

## ***TRAINING***

The successful bidder shall as part of the requirement of this RFP provide:

- A. Training materials for use by trained Saint Louis Zoo staff in the training of the Saint Louis Zoo's staff.
- B. In-house training to upgrade skills and teach Saint Louis Zoo staff to be proficient in the daily use and administration of the Point of Sale System.
- C. Detailed plan for training the Saint Louis Zoo project team and technology personnel. Training would be preferred to be done based on a train the trainer model, with the Saint Louis Zoo project team taking responsibility for training Saint Louis Zoo operators and cashiers

**PRICING**

In the event of mathematical errors found in the pricing pages, the unit prices quoted shall prevail. Extensions and totals will be corrected accordingly and adjustments resulting from the correction will be applied to the Total Lump Sum price quoted. All prices quoted on the price schedule shall be firm.

- A. Bidders are to provide unit pricing for each product listed in price schedule. Itemized pricing should include but not be limited to the following:
  - i. Requirements for a complete system.
  - ii. Installation costs.
  - iii. Training costs.
  - iv. Live Support (specify coverage amount).
  - v. Help Desk Support.
  - vi. 12 Month Warranty on hardware and support of software
- B. All prices shall include delivery and handling charges to the Saint Louis Zoo.
- C. All prices shall be in United States currency and exclude any tax.
- D. All Fuel Surcharges must be pre-approved prior to contract signing.
- E. Price per unit will be used to add and subtract additional units, if estimated quantities change

Bidders must elaborate on any prompt payment discounts, quantity discounts or incentive discounts extended to the Saint Louis Zoo.

**RELATED PRODUCTS**

Bidders should note that the items listed in Appendix represent the bulk of the materials that the Saint Louis Zoo will purchase under this RFP issued. However the Saint Louis Zoo may add additional RVCs and/or register workstations as needed. If applicable, bidders are required to provide details on discounts off Manufacturer's published list price.

NAME OF MANUFACTURER	% DISCOUNT

## **PROPOSAL CONTENT**

Proposals submitted in response to this RFP should be detailed, succinct and demonstrate attention to the scope of work as outlined in section 2.0 of the RFP and included the following:

- A. Signed Proposal Submission Forms.
- B. Executive summary.
- C. A profile and summary of corporate history including major clients and business partners and full description of deliverables.
- D. Identify all personnel who will be assigned to the project.
- E. Provide the name, location, client reference and brief description of three (3) references under the direct responsibility of the Proponent, using the attached form, Appendix.
- F. Itemized pricing for all items.
- G. All copies of all pages of the Proposal should be printed in duplex (i.e. on both sides of the pages) where possible.

## **INSTRUCTION AND SUBMISSION REQUIREMENTS**

### **RFP SCHEDULE**

<b>ACTIVITY</b>	<b>DATE</b>
Issue Date of RFP	<b>7/1/19</b>
Deadline Date for Questions	<b>7/17/19</b>
Deadline Date for Issuing Addenda to RFP	<b>7/19/19</b>
Proposal Submission Deadline	<b>8/9/19</b>
Award of RFP	<b>Est. October 2019</b>

## **PROPSAL EVALUATION CRITERIA**

The Saint Louis Zoo reserves the right to accept a Vendor's offer in "whole or in part", unless a bidder specifies that the offer must be accepted in its entirety. The Saint Louis Zoo will select the Bid which represents the best overall value as solely determined by the Saint Louis Zoo. Best value includes but is not limited to the following criteria:

- A. The Vendor's relevant experience, competence and reliability in providing the goods requested based on references or the Saint Louis Zoo's experience.
- B. The Vendor's ability to complete work associated with this RFP in a reasonable timeframe, as determined by the Saint Louis Zoo.
- C. Vendor's ability to meet scope of work requirements.
- D. The Vendor's ability to provide ongoing support.
- E. The Vendor's response and stated polices to Sustainable/Environmental issues.
- F. The Vendor's valued added services, initiatives or expertise as part of the Bid.

### ***Evaluation criteria***

Proposals will be evaluated according to the following criteria:

- A. Price.
- B. System Functionality.
- C. Maintenance/Support Options.
- D. Experience.
- E. Value added services

## **GENERAL TERMS**

### **Proponent Assurance:**

Unless otherwise stated, the goods, material, articles, equipment, work or services, specified or called for in or under this Proposal, shall be delivered or completely performed, as the case may be, by the Proponent as soon as possible and in any event within the period set out herein as the guaranteed period of delivery or completion.

- A. **Country of Origin:**
  - i. Whenever possible, the goods, materials, articles or equipment, specified or called for in or under this Proposal, shall be of United States origin and manufacture.
- B. **Invoicing:**
  - i. Unless otherwise indicated herein, the prices stated are payable in United States Funds at the Finance office of the Saint Louis Zoo. No Tax should be applied to invoice.
- C. **Right to Cancel:**
  - i. The Saint Louis Zoo shall have the right to cancel at any time this Proposal or any contract or any part of any contract resulting from this Proposal in respect of the goods, material, articles, equipment, work or services set out in this Proposal or any such contract or part of such contract, not delivered or performed at the time of such cancellation, and the Saint Louis Zoo will not be responsible to

- make any payments in respect of any such goods, materials, articles, equipment, work or services and shall not incur any liability whatsoever in respect thereto.
- ii. In the event that the Proponent fails or neglects by any act or omission to comply with any of the conditions set out herein, this Proposal or any contract resulting from this Proposal may be unconditionally cancelled by the Saint Louis Zoo without notice to the Proponent.
- D. Interest:**
- i. The Bidder/Proponent shall not be entitled to any interest upon any bill on account of delay in its approval by the Saint Louis Zoo.
- E. Official Agreement:**
- i. No verbal arrangement or agreement, relating to the goods, material, articles, equipment, work or services, specified or called for under this Proposal, will be considered binding, and every notice advice or other communication pertaining thereto, must be in writing and signed by a duly authorized person.
- F. Policies:**
- i. The Proponent must adhere to all relevant Zoo policies, including, but not limited to, the Contractor Safety Policy, Working in the Vicinity of Animal Containments Policy and the Vehicles on Site Policy, copies of which the Saint Louis Zoo, shall supply to the Preferred Proponent.
- G. Indemnity:**
- i. The Proponent shall at all times well and truly save, defend, keep harmless and fully indemnify the Saint Louis Zoo, the Management of the Saint Louis Zoo, the City and County of Saint Louis, and their servants, employees, officers, agents and invitees, from and against all actions, suits, claims, demands, losses, costs, charges, damages, and expenses, brought or made against or incurred by their servants, officers, employees, agents or invitees in any way relating, directly or indirectly, to goods, material, articles or equipment supplied or to be supplied, or to the supplying of goods or services, pursuant to this Proposal, or any other claim, action, suit, demand, loss, cost, charge, damage or expense relating to copyright, trademark or patent with regard directly or indirectly with any such goods, services, material, articles or equipment or the supply or performance thereof.
- H. Governing Law:**
- i. This RFP and any Proposal submitted in response to it and the process contemplated by this RFP including any ensuing Agreement shall be governed by the laws of the State of Missouri. Any dispute arising out of this RFP or this RFP process will be determined by a court of competent jurisdiction in the City of Saint Louis.
- I. Guaranty of Proposal:**
- i. All goods, material, articles, equipment, work or services, specified or called for in or under this Proposal, shall be supplied or performed at the price or process and on the basis set forth or referred to in and in accordance with the offer and this Proposal. The basis on which this Proposal is given shall include any specifications, plans, price schedules, samples, addenda or other details pertaining thereto, or provided in connection therewith.
- J. Formal Contract:**
- i. The Proponent may be required and shall, if requested by the Saint Louis Zoo, execute and enter into a formal contract that is satisfactory to the solicitor for the Saint Louis Zoo, in order to document the contract resulting from this Proposal and to embody indemnity and related provisions that in the opinion of such solicitor are required to protect the Saint Louis Zoo.

**K. Warranty of Product:**

- i. The Proponent warrants any goods, material, articles or equipment, to be supplied under or pursuant to this Proposal, that is or are to be made or used for particular purpose, will be fit and suitable for that purpose.

**L. Environmental Commitment:**

- i. "In order to contribute to waste reduction and to increase the development and awareness of Environmentally Sound Purchasing, acquisitions of goods and services will ensure that wherever possible specifications are amended to provide for the expanded use of durable products, reusable products and products (including those used in services) that contain the maximum level of post-consumer waste and/or recyclable content, without significantly affecting the intended use of the products or service. It is recognized that cost analysis is required in order to ensure that the products are made available at competitive prices"
- ii. All Proponents are encouraged to be pro-active in assisting the Saint Louis Zoo in achieving this principle. Alternative goods & services, suggested by the Proponent, addressing the above principle will be considered by the Saint Louis Zoo, within a reasonable price range.

**M. Proposal/Quotation Costs:**

- i. The proponent shall bear all costs and expenses with respect to the preparation and submission of its proposal/quotation costs and the bidder participation in the proposal/quotation/proposal costs process, including, but not limited to: site visits and inspections, all information gathering processes, interviews, preparing responses to questions or requests for clarification from the Saint Louis Zoo, preparation of questions for the Saint Louis Zoo, and contract discussions and negotiations.
- ii. The Saint Louis Zoo shall not be responsible for or liable to pay any proposal/quotation costs of any proponent regardless of the conduct or outcome of the proposal/quotation Request, Purchase Order process or Contract process.

**N. Copyright:**

- i. All final custom designs, artwork, etc. shall become the property of the Saint Louis Zoo. The Saint Louis Zoo shall retain sole copyright of all work that is developed or created at the request of the Saint Louis Zoo and the Proponent shall have no rights of sale or production other than the use for personal promotion of the author.
- ii. If the Proponent finds discrepancies in or omissions from these Specifications or if he/she is in doubt as to their meaning, he/she shall notify the Saint Louis Zoo, who may issue a written addendum. The Saint Louis Zoo will make oral interpretations of the meaning of these documents and drawings.
- iii. If an addendum(s) are issued by the Saint Louis Zoo during the proposal period, such addendum(s) must be acknowledged by the Proponent in writing in their pricing submission.

**O. Saint Louis Zoo Rights and Options Reserved:**

- i. The Saint Louis Zoo reserves the right to award the contract to any proponent who will best serve the interest of the Saint Louis Zoo. The Saint Louis Zoo reserves the right, in its sole discretion, to exercise the following rights and options with respect to the proposal submission, evaluation and selection process under this RFP:
  - I. To reject any or all proposals;
  - II. To re-issue this RFP at any time prior to award of work;
  - III. To cancel this RFP with or without issuing another RFP;

- IV. To supplement, amend, substitute or otherwise modify this RFP at any time prior to the selection of one or more proponents for negotiation;
- V. To accept or reject any or all of the items in any proposal and award the work in whole or in part;
- VI. To waive any informality, defect, non-responsiveness and/or deviation from this RFP and its requirements; To permit or reject at the Saint Louis Zoo's sole discretion, amendments (including information inadvertently omitted), modifications, alterations and/or corrections of proposals by some or all of the proponents following proposal submission;
- VII. To request that some or all of the proponents modify proposals based upon the Saint Louis Zoo's review and evaluation;
- VIII. To request additional or clarifying information or more detailed information from any Proponent at any time, before or after proposal submission, including information inadvertently omitted by the proponent.

**P. Performance:**

- i. All work to be done under the Contract shall be done to the satisfaction of the Saint Louis Zoo or their representative authorized to act for them, and the materials and process of preparation and manufacture shall at all times be subject to their examination and inspection and rejection in any stage of the preparation or manufacture.

**Q. Co-ordination of Work:**

- i. The proponent shall co-ordinate all work with the Saint Louis Zoo or their representative authorized to act for them, to ensure co-ordination and timely execution of service.

**R. Missouri Preference:**

- i. By virtue of statutory authority a preference will be given to materials, products, supplies, provisions and all other articles produced, manufactured, made or grown within first the ZMD Tax District and secondly the state of Missouri. The term "supplies" is defined to mean "supplies, materials, equipment, contractual services and any and all articles or things".

**S. Minority/Female Owned/DBE Participation:**

- i. To promote equal business opportunity for minority and female-owned businesses, the Zoo resolves to establish supplier diversity; thus, we seek to require Vendors and Contractors to use Good Faith Efforts to achieve the goal of diversity. Vendors and Contractors can demonstrate good faith efforts by verifying that they have engaged in activities to solicit the services of minority and female vendors which includes the names, addresses, e-mails and fax numbers (when available) of those enterprises engaged with the Zoo.

COMPANY	ADDRESS	EMAIL	FAX NUMBER

## **SUBMISSION FORMS**

### **Proposal Form**

I hereby submit the Proposal and will comply with all terms, conditions, specifications and drawings (when provided) as set out herein.

<b>COMPANY NAME</b>	
Company Name:	
Contact Name:	Title:
Signature:	Date:
Address:	
Telephone:	Fax:
Email:	Website:
Minority/Woman Owned Business: Yes/No	Certifications:

This form must be completed, properly signed and received on or before the date and time specified or your Proposal will not be considered.  
Quotation prices shall remain in effect for a period of ninety (90) days from the Proposal due date.

### **Right to Accept or Reject Proposals**

The Saint Louis Zoo reserves the right to reject any or all Proposals or to accept any Proposal, should it deem such action to be in its interests.

<b>PRODUCT EVALUATION</b>	<b>CONFIRMATION</b>
If requested bidders are required to schedule appropriate software demonstrations for evaluation purpose at no cost to the Saint Louis Zoo, either by site visit to the Saint Louis Zoo or via web demonstration.	Yes/No

**NOTICE OF NO BID**

**INSTRUCTIONS**

It is important to the Saint Louis Zoo to receive a reply from all invited bidders. If you are unable, or do not wish to submit a bid, please complete the following portions of this form. State your reason for not bidding by checking the applicable box (es) or by explaining briefly in the space provided. It is not necessary to return any other Request for Proposal/Quotation/Tender documents or forms. Please just return this completed form by fax or by mail prior to the official closing date. **Purchasing and Distribution Fax Number: (314) 646-5533.**

<b>A PROPSAL/QUOTATION/TENDER IS NOT SUBMITTED FOR THE FOLLOWING REASON (S):</b>	
<input type="checkbox"/> Project/quantity too large.	<input type="checkbox"/> Project/quantity too small.
<input type="checkbox"/> We do not offer services or commodities to these requirements.	<input type="checkbox"/> Cannot meet delivery or completion Requirement.
<input type="checkbox"/> We do not offer this service or commodity.	<input type="checkbox"/> Agreements with other company do not permit us to sell directly.
<input type="checkbox"/> Cannot handle due to present commitments.	<input type="checkbox"/> Licensing restrictions.
<input type="checkbox"/> Unable to bid competitively.	<input type="checkbox"/> We do not wish to bid on this service or commodity in the future.
<input type="checkbox"/> Insufficient information to prepare quote/proposal/tender.	<input type="checkbox"/> Specifications are not sufficiently defined.
<input type="checkbox"/> We are unable to meet bonding or insurance requirements.	<input type="checkbox"/> <i>Other; Please Specify</i>

Other reasons or additional comments (please explain):

<b>COMPANY NAME</b>	
Company Name:	
Contact Name:	Title:
Signature:	Date:
Address:	
Telephone:	Fax:
Email:	Website:
Minority/Woman Owned Business: Yes/No	Certifications:

**SUBMISSION LABEL**

This address label should be printed and affixed to the front of your sealed tender, quotation and proposal envelope/package submission. Saint Louis Zoo will not be held responsible for envelopes and packages that are not properly labeled or submitted to an address other than the one listed on this label.

**Vendor Name:**

**RFP () - SUPPLY AND DELIVERY PRODUCT OR SERVICES**  
**Closing: Day date and time**

**TO BE RETURNED TO**  
**SAINT LOUIS ZOO**  
**C/O DIRECTOR OF PROCUREMENT**  
**DISTRIBUTION CENTER GATE 5 (OFF WELLS DRIVE)**  
**1 GOVERNMENT DRIVE**  
**SAINT LOUIS, MO. 63110**

**APPENDIX A-PRICING**

Price per unit specified including delivery and all other charges, excluding tax\* **Prices should be stated in United States dollars and exclude applicable taxes.**

**BASE BID**

**Furnish all labor, tools, equipment, and material required to perform all work as defined in the Bid Documents for the sum of**

\_\_\_\_\_ Dollars (\$\_\_\_\_\_)

**ITEMIZED PRICING**

**Server (Optional, or Recommended Components—should Saint Louis Zoo choose to supply or not supply)**

<b>Estimated Qty</b>	<b>Item Description</b>	<b>Model if Other than Specified</b>	<b>Price Per Unit</b>

**Software (Itemize any additional software)**

<b>Estimated Qty</b>	<b>Item Description</b>	<b>Model if Other than Specified</b>	<b>Price Per Unit</b>

**POS Workstation and Peripherals Hardware (Itemize any additional hardware needed)**

Estimated Qty	Item Description	Model if Other than Specified	Price Per Unit

**Services (Itemize all costs)**

Item Description	Price
Equipment Installation and Implementation	
Training	
Support Plan	

**Optional Components (used if applicable)**

Estimated Qty	Item Description	Model if Other than Specified	Price Per Unit

## **APPENDIX B-ENVIRONMENTALLY RESPONSIBLE PROCUREMENT STATEMENT**

The Saint Louis Zoo encourages bidders to also offer products/services that are environmentally preferred.

Environmentally preferred products/services offered must be competitive in cost, conform to specifications, performance requirements and, be suitable for the intended application as determined by the using department(s)

Environmentally preferred products/services are those such as durable products, reusable products, energy efficient products, low pollution products/services, products (including those used in services) containing maximum levels of post-consumer waste and/or recyclable content, and products which provide minimal impact to the environment.

An environmentally preferred product is one that is less harmful to the environment than the next best alternative having characteristics including, but not limited to the following:

1. Reduce waste and make efficient use of resources: An Environmentally Preferred Product would be a product that is more energy, fuel, or water efficient, or that uses less paper, ink, or other resources. For example, energy-efficient lighting, and photocopiers capable of double-sided photocopying.
2. Are reusable or contain reusable parts: These products such as rechargeable batteries, reusable building partitions, and laser printers with refillable toner cartridges.
3. Are recyclable: A product will be considered to be an Environmentally Preferred Product if local facilities exist capable of recycling the product at the end of its useful life.
4. Contain recycled materials: An Environmentally Preferred Product contains post-consumer recycled content. An example is paper products made from recycled post-consumer fiber.
5. Produce fewer polluting by-products and/or safety hazards during manufacture, use or disposal:
6. An EPP product would be a non-hazardous product that replaces a hazardous product.
7. Have a long service-life and/or can be economically and effectively repaired or upgraded.

Bidders shall if requested, provide written verification of any environmental claims made in their bid/Proposal satisfactory to the Saint Louis Zoo within five (5) working days of request at no cost to the Zoo. Verification may include, but not be limited to, certification to recognize environmental program (e.g., independent laboratory tests or manufacturer's certified tests, only proven environmentally preferred products/services shall be offered. Experimental or prototype products/services will not be considered.

State if environmentally preferred products/service is being offered: YES\_\_\_\_\_ NO\_\_\_\_\_

State briefly the environmental benefit of the product/service offered:

**APPENDIX C-EVALUTATION QUESTIONNAIRE**

Please indicate any value- added services, initiatives or expertise your company/organization has to offer in addition to the basic goods required in connection to this RFP that may benefit the Saint Louis Zoo. Please attribute a financial value to such products, goods and/or services. Unless otherwise stated, it is understood that there will be no extra costs to the Saint Louis Zoo for such products, goods and/or services.

In the space below, describe the quality control measures and process that your company/organization has used in delivering similar products, goods and/or services to those requested by the Saint Louis Zoo in connection to this RFP.

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**APPENDIX D-REFERENCE FORM**

Provide the names of at least three (3) client reference, noting contact person and telephone number for each that illustrate your company/organization's ability to supply and deliver the goods and/or services required by the Saint Louis Zoo that are subject to this RFP.

<b>Contact Name</b>	<b>Company Name</b>	<b>Contact Phone</b>	<b>Description of Goods/Services Provided</b>	<b># of POS Workstations</b>

## **APPENDIX E-SAINT LOUIS ZOO GENERAL REQUIREMENTS**

In the event of an emergency on Zoo grounds please call extension 2222. This is the fastest way to get the help you need. State your name where you are calling from, describe the emergency and where it is happening, and if there are any injuries. If an animal is involved state what type, how many and where they were last seen. Stay on the line until you are told to hang up. After 5:00 pm, call 4669 or the night ranger cell number at 314-799-3273.

Awareness of and courtesy to all Zoo visitors at all times is a firm Zoo policy. All Contractors' personnel must observe this policy.

Contractor's personnel must stay within the confines of designated work areas at all times.

Contractor's personnel are at no time permitted to interfere with or touch the animals or interfere with the keeper-related activities.

Contractor's personnel are at no time permitted to interfere with the public on the Zoo premises. No public display in any form or manner will be tolerated.

Contractor's personnel shall wear proper working attire at all times. No clothing with offensive language or graphic images may be worn at any time while on the Zoo premises.

Contractor's personnel shall comply with all OSHA rules and regulations.

Normal work hours at the Zoo are 8:00 a.m. to 5:00 p.m. Monday through Friday. Access to work areas cannot be before 8:00 a.m. or after 5:00 p.m. unless previously arranged and only after approval of the Director of Procurement or the Zoo's representative.

In order to provide maximum safety to the Contractor's personnel and to protect the animals, close coordination of activities with Zoo personnel is imperative.

Access to the site shall be as directed by the Director of Procurement or the Zoo's representative. Employees shall arrive in a crew truck or on foot. Access for employees' personal vehicles will not be allowed on the grounds.

All gates must be kept closed and locked at all times. Leaving a gate unlocked and / or unattended will result in a fine to the contractor of \$500 per occurrence.

The maximum speed within the Zoo grounds is 5 MPH. However the speed of the vehicle is dictated by the size of the crowd and may be considerably slower at times.

## **APPENDIX F-ADDITIONAL NOTES ON RFP**

### **Overview of Operations**

Below is a description of all areas that potentially could use the system. Each section notes how the Saint Louis Zoo would prefer to perform business with the new solution.

#### **Parking**

The Saint Louis Zoo currently operates 6 Parking Lots and 1 Parking Garage. Of these operations, 2 of the Lots are currently using the existing POS solution, while the balance are using cash only, ticket based operations done manually. The Saint Louis Zoo plans to convert all of these operations to a Pay on Exit and Pay on Foot Parking solution, using an established Parking Hardware and Software provider. For the purposes of this RFP, as will be noted in the *Function Requirements*, The POS solution will need to identify the ability to interface with the Parking Solution to the degree that the Parking Solution will be able to recognize a benefit entitlement to Zoo Members, Employees and Volunteers. Currently, Employees and Volunteers receive free parking daily. **Members in the near future will receive a daily parking benefit that will vary based on the level of Membership they own.** The POS will need to integrate with the Parking Solution to the degree that it can communicate the name of the individual and what level of Member they, or that an individual is an Employee or Volunteer. The Saint Louis Zoo is open to using the POS vendor for Parking as well, provided they can meet the Functional Requirements, noted in that section of the proposal.

#### **Membership**

The Saint Louis Zoo has an extensive membership program comprised of approximately 50,000 to 60,000 households in recent years. Currently, the Zoo uses Blackbaud Raiser's Edge as its membership database. The Saint Louis Zoo has no plans to change the membership database from the Raiser's Edge, and a new POS would need to have two-way full integration that is clean and functional to meet the Zoo's needs. Currently, the Zoo identifies members by printing them a barcoded card, the desire in the future would still be to have cards or an option for a digital card. The membership Program is comprised of several different membership levels, each offering different levels of benefits. With the new POS, members will receive the All Day bundled product the Adventure Pass. The member would receive a certain amount of Adventure Passes on a given day based on their membership level, and have the option for special reduced prices if they required additional purchases of the Adventure Pass on a given day. As noted in Parking, they would also receive a Parking benefit that would vary based on the level. Additionally, members are to receive a discounted price for Retail and Food & Beverage, which may also vary based on membership level. Some members would also receive a free gift at time of purchase or renewal based on membership level. The Saint Louis Zoo wants memberships, along with benefits to become "live" at the time of purchase, whether that is at the Zoo at a POS register, over the phone or online. The membership department also houses the Zoo Adoption Program, which operates as a donation based program. The new POS would need to allow for the selection of many animals for adoption as well as selection of non-specific donation amounts. Currently, Adoptions are treated as Membership levels, and it is to be determined if that practice were to continue.

## **Ticketing**

Admission to the Saint Louis Zoo is free, however there are several paid attractions including the railroad, children's zoo, sea lion show, stingrays, carousel, 4D theater, wild wonder outpost, and safari tours. Additionally there are special events that are paid admission to the Zoo. The Zoo also offers a bundle product, the Adventure Pass, which includes all day admission to the railroad, children's zoo, sea lion show, stingrays, carousel, 4D Theater at discounted price. Currently the Railroad and the Adventure Pass are a Wristband Product printed on Zebra Printers. The remaining products are printed on a two part ticket using Practical Automation Ticket Printers. The Zoo would like to validate all tickets and passes when they are used and have them expire once used or at days end depending on the ticket. Currently the two products that print on wristbands, print on the same stock with slightly different lettering and names, ideally a new system would allow for multiple types of wristbands to be printed at each location either in different colors or with noticeable printing different, without swapping wristband stock. The Saint Louis Zoo would like to be able to offer the Adventure Pass and tickets to special events online with redemption at the Zoo when they come. The Saint Louis Zoo Sales & Catering Department is the primary selling agent for group tickets, and will require printing large ticket orders in advance. The department also offers a third wristband type called the Class Pass, the ability to print and prepare these passes for groups in advance would also be needed. Additionally, the acceptance of deposits, modification of orders and collecting payment after orders are printed in preparation would be preferred. The option to extend the group sales function online is also desired.

## **Retail**

The Saint Louis Zoo Retail program is vast with thousands of products and SKUs. All Retail merchandise is ordered, delivered and placed into inventory at a central warehouse. Items are then ordered and transferred to stores throughout the property. The Retail department has most of its inventory tagged with bar codes, these tags are sometimes applied by vendors, or added once at the warehouse. Some items are too small or for other reason cannot be tagged, but still require inventory and sales. The POS solution would be able to address all of these scenarios and allow for easy ordering on product, as well as set up in the system. The Saint Louis Zoo currently does not operate a robust online Retail store, however in the desired scenario, the Zoo would have the ability to operate an online store that impacts live inventory and does not require manual adjustments. Retail locations accept discounts from Employee's, Volunteers and Members and would like to offer sales, coupons and other discounts. The Saint Louis Zoo is open to using a third party inventory system, provided they are an established partner with the POS provider and there is full integration.

## **Food & Beverage**

The Saint Louis Zoo operates a wide variety of Food & Beverage locations varying in size. All location are fast food/quick service/concession facilities ranging from single unit portables to 200 seat indoor/outdoor QSR's. The Saint Louis Zoo currently uses a very limited Kitchen Display System (KDS) that shows previous orders taken on the register, however with a new system KDS would be implemented in some of the locations, while still having a solution that allows for expedition at the register level in some manner. Menu enhancements or changes will be made at the individual outlets. Food & Beverage offers a variety of discounts including a Member discount and an Employee. For the Employee discount, the system will need to

recognize that certain Employees receive a higher discount than others, as well as restricting discounting so that certain locations and items cannot be discounted. Discounting would also be able to be location specific. The Saint Louis is using digital menu boards that currently do not integrate with the POS, so price changes require manual adjustment, the ability to have integration is necessary. The Saint Louis Zoo currently does not track inventory in any manner, however would prefer to, provided there is a degree of control offered at the recipe level that meets satisfaction. The Saint Louis Zoo is open to using a third party inventory system, provided they are an established partner with the POS provider and there is full integration. Our banquet and catering business is transient in nature and remote set-ups for events will be required frequently, as such, wireless technology that is functional in all weather will be required for a portion of POS units in this area. App based technology that allows for real-time reporting, messaging, and communications is necessary as locations are many and spread over a large campus. The ability to offer online and mobile ordering for food items in the future is needed as service standards develop.

### **Sales & Catering (Group Tickets and Private Event Booking)**

The Sales & Catering Department operates Group Ticketing, Catering, and Private Events. This section will not note any new items related to ticketing, as those were covered in the section labeled *Ticketing*. In addition to Ticketing, the department operates bars for private events and would need operate registers in the same manner as Food & Beverage. The primary function of the department is to sell private events, the desire would be to be able to easily sell space and rooms in the system without overbooking locations. Additionally, being able to prepare room layout, and seating charts within the system is preferred. Ideally, access to a shared calendar for all Zoo team members could confirm when and if a given space is being used for either internal or external events. Additionally, the department offers the Behind the Scenes Tours program. The ability to do some online sales for breakfast or dinner events, as well as tours would be required. Easy invoicing through the POS is also required.

### **Education**

The Saint Louis Zoo Education Department currently operates a variety of programs including Camp Programs, Preschool, and both Internal and External Classes. The desire for the new system would be to mirror the current system abilities which currently include a variety of items. Chief among the items needed would be a robust registration system for all programs that allows for many kinds of information to be captured about the registrant, including items such as emergency contacts, allergies, medical needs, etc. This would also include the ability to send out special instructions or electronic waivers. From the standpoint of booking events, the system would need to allow for booking rooms in a composite manner, such as a space that can be broken up into several smaller rooms or sold as the larger room. Additionally the system would allow to book certain programs and staff to facilitate them and assign them to rooms based on need. Lastly, the need to email our invoices and receipts to either a group such as a school or a scout group, or an individual would be required. The ability to complete registration and sales for any of the offerings online in addition to in person or phone registrations is required.

### **Online Store**

As referenced several times in the departments, a chief requirement for the new system is a robust and user friendly online store for the sale of any items noted. Included in the online store would be the ability for customers to either create an account either as a general customer or a

member, or check out as a guest. For members using the online store a system to make sure they are not generating duplicate accounts would be necessary.

### **Reporting**

Reporting is key in all levels of the Saint Louis Zoo's business, and as such the new system would allow us to query any information from the POS be it online or brick and mortar. The reports would be able to be run in as broad or as narrow of a manner as necessary. If a report does not currently exist in the canned POS reports, the ability to work with the POS provider on a fast and affordable customized reporting solution is needed. Additionally, the ability to access reports or alerts based on certain situations via mobile or online is required.

### **General Items**

The Saint Louis has a wide variety of operations as noted, however there are several items that would be consistent throughout the entire organization. This includes that all POS locations have an integrated general ledger that can easily tie revenue generated by product to a specific line in our existing accounting system. Additionally, supporting **multiple credit card merchants**, that would be able to tie a product to a specific credit card merchant account. The Saint Louis Zoo would also like to integrate Kiosk based solutions to various operations, chiefly related to ticketing, but Retail or Food & Beverage are also options in the future.