



REQUEST FOR PROPOSALS (RFP)

Project Title: Employee Uniforms & Company Store RFP 2026

Solicitation Number: 2026-04-033

Issue Date: August 26, 2026

SOLICITATION SUMMARY

Project Title: Employee Uniforms & Company Store RFP 2026

Solicitation Number: 2026-04-033

Procurement Contact:

Name: Candace Bingham, CSDP

Title: Director of Procurement and Supplier Engagement

Email: cbingham@stlzoo.org

No other Saint Louis Zoo employee is authorized to provide information regarding this solicitation. Unauthorized contact may result in disqualification.

Proposal Documents Location

Proposal documents will be available at: <https://www.bidnetdirect.com/missouri/saintlouiszoo>

Procurement Schedule

Milestone	Date
RFP Issued	August 26, 2026
Deadline for Questions	End of Day on September 15, 2026
Final Addendum Issued	End of Day on September 16, 2026
Proposal Due Date	2:00 p.m. on September 23, 2026
Anticipated Shortlist Notice Issued	October 6, 2026
Anticipated Interviews	October 29, 2026

All dates are subject to change by written addendum; however, interviews and anticipated award dates, may be modified without addendum.

NIGP Commodity Codes

The following NIGP codes apply to this solicitation:

- 93618 Clothing Maintenance and Repair (Incl. Uniforms)
- 20085 Uniforms, Blended Fabric
- 20086 Uniforms, Cotton
- 20087 Uniforms, Synthetic Fabric

Vendors are encouraged to ensure their registration profiles reflect applicable codes.

Questions and Submission Link:

Proposers should submit questions and submissions to:

<https://www.bidnetdirect.com/missouri/saintlouiszoo>

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1. INVITATION & PROJECT OVERVIEW

1.1 Program Overview

The Saint Louis Zoo (“Zoo”) invites qualified vendors to submit proposals to provide an employee uniform program and a corporate logo apparel / company store program, beginning January 1, 2027. This solicitation excludes all Security, Retail, Culinary and Catering, Facilities Maintenance and special-event apparel, which the Zoo procures separately. Where a specific department’s current uniform requirement is unavailable from the selected vendor(s) or does not meet a department’s specific needs, the Zoo retains the right to procure that item outside this contract.

This solicitation does not ask vendors to design or select new uniform styles. The Zoo's current uniform lineup is documented in Attachment 1 – Employee Uniform Program Vendor Response & Pricing Sheet. Proposers responding to Scope A must price against the existing lineup, matching current items exactly wherever possible and proposing the closest equivalent where an exact match cannot be supplied.

Award, if made, will be to the proposer(s) whose proposal(s) are determined to be most advantageous to the Zoo, taking into consideration product match and quality, pricing, service and platform capability, and references.

1.2 Award Structure

The Zoo reserves the right, in its sole discretion, to award this contract in whichever of the following configurations best serves its interests:

- **Combined Award:** A single vendor awarded both the uniform program and the company store / corporate logo apparel program.
- **Split Award:** One vendor awarded the uniform program, and a different vendor awarded the company store / corporate logo apparel program.
- **Single-Scope Award:** An award for only the uniform program or only the company store program, with the remaining scope re-bid, held, or procured separately at the Zoo’s discretion.

There is no preference for either a combined or split award; each proposal will be evaluated on its own merits within its respective scope(s). Proposers may submit a proposal for the Employee Uniform Program (Scope A), the Company Store / Corporate Logo Apparel Program (Scope B), or both scopes.

Proposers shall complete and submit the applicable Vendor Response & Pricing Sheet for each scope proposed:

- **Scope A- Employee Uniform Program:** Attachment 1 - Employee Uniform Program Vendor Response & Pricing Sheet
- **Scope B- Company Store / Corporate Logo Apparel Program:** Attachment 2 - Company Store Program Vendor Response & Pricing Sheet

Proposers responding to both scopes must complete and submit both attachments. Proposers are not required to complete an attachment for a scope on which they are not proposing.

Any contract(s) awarded under this solicitation will be exclusive within their awarded scope for the duration of the contract term.

Should the Zoo award the two scopes to different vendors, the awarded vendors will each be required to:

- a. Reproduce the Zoo logo using the same approved artwork, thread/print color(s), and placement specifications so that garments from both vendors present a consistent brand appearance. Vendors may not use, reproduce, sell, or distribute Zoo logo except for authorized orders under the contract.
- b. Coordinate with the Zoo, and as needed with each other, on shared employee-facing touchpoints such as sizing events or onboarding kits; and
- c. Otherwise operate independently for ordering, fulfillment, invoicing, and customer service within their respective scope.

2. PROCUREMENT SCHEDULE

Milestone	Date
RFP Issued	August 26, 2026
Deadline for Questions	End of Day on September 15, 2026
Final Addendum Issued	End of Day on September 16, 2026
Proposal Due Date	2:00 p.m. on September 23, 2026
Shortlist Notice Issued	October 6, 2026
Interviews	October 29, 2026

All dates are subject to change by written addendum.

3. INSTRUCTIONS TO PROPOSERS

3.1 Questions & Addenda

- Questions must be submitted in writing to the solicitation in BidNet Direct: <https://www.bidnetdirect.com/missouri/saintlouiszoo>
- Deadline: End of day, **September 15, 2026**
- Responses will be issued by written addendum and posted to BidNet Direct.
- All questions and answers will be shared with all responders
- The source of the questions will remain anonymous
- Only written addenda modify this RFP
- Oral responses are non-binding

3.2 Proposal Submission

- Electronic submission only on BidNet Direct: <https://www.bidnetdirect.com/missouri/saintlouiszoo>
- Proposal, provided in PDF format
- Applicable Vendor Response & Pricing Sheet(s), provided separately in the original Excel format:
 - Attachment 1 for Proposers responding to Scope A;
 - Attachment 2 for Proposers responding to Scope B; or
 - Attachments 1 and 2 for Proposers responding to both scopes
- File naming convention:
 - FirmName_ProjectName_RFP
 - FirmName_Attachment 1_Uniforms.xlsx

- FirmName_Attachment 2_CompanyStore.xlsx
- Proposals must be received by **2:00 p.m. on September 23, 2026**
- Late submissions will not be accepted
- Proposals remain valid for ninety (90) days

3.3 Sunshine Law Notice

The Zoo may be subject to the Missouri Sunshine Law, RSMo §§ 610.010–610.225. The Contractor acknowledges that certain contract documents, records, and communications may be subject to public disclosure unless otherwise exempt under applicable law.

3.4 Examination of Documents

Proposers are responsible for examining all documents. Failure to do so shall not relieve proposer of obligations under contract.

4. SCOPE OF SERVICES

4.1 Scope A- Employee Uniform Program: Continuity of Current Uniforms

The Zoo's objective is to maintain its existing uniform items, not to change styles, brands, or the overall look of its workforce. This solicitation does not ask vendors to propose new uniform styles.

- **Uniform Mix:** Attachment 1 lists every current uniform item, with fields for brand, style/model number, and color(s).
- **Brand/ Style:** For each line item, the vendor must state whether it can supply the exact current brand/style. If yes, pricing should reflect that exact item, inclusive of Zoo logo embroidery/print, shipping, and any setup/digitizing fees.
- **Substitutions:** If the vendor cannot supply the exact item, it must propose its closest equivalent (matching fabric weight, cut, and quality tier as closely as possible), clearly flag the item as a proposed substitute. Samples will only be required from short-listed vendors, at no cost to the Zoo. Employees will conduct a two-week wear test evaluating fit and sizing consistency, comfort, fabric feel and weight, construction quality, appearance, mobility and functionality, opacity (where applicable), laundering and wash performance, and overall comparability to the current garment. Substitutions will be scored on how closely they replicate the current garment, not simply on price. Exact-match items do not need wear testing unless requested by the Zoo.
- **Vendor Response & Pricing Sheet:** Proposers responding to Scope A shall complete and submit Attachment 1 – Employee Uniform Program Vendor Response & Pricing Sheet in the original Excel format provided. All applicable fields must be completed so the Zoo can evaluate product match, availability, and pricing on a line-by-line basis. Proposals that fail to submit the required Attachment 1 or materially alter the provided response format may be deemed non-responsive.
- **Replacements:** If a matched or substitute item is discontinued during the contract term, the vendor must notify the Zoo in writing and propose a Zoo-approved replacement with samples prior to any change in what is shipped to employees.
- **Alternative Uniform Options:** Describe any alternative uniform options available to accommodate religious beliefs or practices (e.g., skirts, headwear).

Culinary, Catering, Facilities Management/Maintenance, Security, Retail, and special-event apparel are excluded from this solicitation. For informational purposes only, Proposers may identify their ability to

provide specialty apparel such as chef wear, fire-rated/arc-flash clothing, 100% cotton workwear, and Carhartt products. This information will not be evaluated or scored and does not commit the Zoo to future purchases.

4.2 Scope B- Company Web Store / Corporate Logo Apparel Program

The Zoo seeks a Company Store program that provides Zoo staff and volunteers convenient access to approved, Zoo-branded apparel. Proposers responding to this scope shall describe their proposed Company Store program and recommended product assortment based on experience with comparable programs.

- **Product Assortment:** Propose a representative assortment of corporate logo apparel appropriate for Zoo staff and volunteers. The assortment should include, at a minimum, commonly purchased categories such as polo shirts, T-shirts, hats, outerwear, jackets, vests, sweatshirts, and quarter-zip pullovers. Proposers may recommend additional products based on experience with comparable programs.
- **Product Quality and Availability:** Identify the brands and product lines proposed and describe typical product availability, including whether items are regularly stocked, decorated on demand, or special order. Identify any minimum order quantities or other restrictions applicable to proposed products.
- **Company Store Administration:** Describe the proposed operating model for the Company Store, including whether the store is continuously available or uses defined ordering periods; how products are added, removed, or changed; and the level of administrative control available to designated Zoo representatives.
- **Zoo Approval:** All products, Zoo logo applications, and other branded merchandise must be approved by the Zoo prior to being made available for purchase. The Zoo reserves the right to approve or remove products offered through the Company Store.
- **Purchasing and Payment:** Describe how staff and volunteers purchase Company Store merchandise, including available payment methods and whether the platform can accommodate both employee-paid purchases and Zoo-authorized departmental purchases.
- **Inventory Model:** Describe the proposed inventory and fulfillment model, including whether the Proposer maintains inventory, produces/decorates merchandise upon order, or uses another approach. Clearly identify any inventory commitments, minimum quantities, or financial obligations that would be assumed by the Zoo.
- **Assortment Management:** Describe the process for recommending and introducing new, seasonal, or limited-time products during the contract term. Changes to the approved assortment or use of Zoo branding shall require Zoo approval.
- **Vendor Response & Pricing Sheet:** Proposers responding to Scope B shall complete and submit Attachment 2 – Company Store Program Vendor Response & Pricing Sheet in the original Excel format provided. Proposers shall provide all requested product, brand/style, decoration, availability, and pricing information. Zoo-identified representative items are intended to provide a consistent basis for proposal comparison and do not limit the products that may ultimately be offered through the Company Store

The Company Store may be awarded independently from the Employee Uniform Program. Proposers are therefore encouraged to present a Company Store solution that can operate independently while maintaining consistent Zoo branding and customer experience.

4.3 Ordering Platform & Administrative Requirements: Applicable to Both Scopes

For both scopes, vendors must describe their web-based ordering platform, including:

- **Ordering Platform:** Describe whether employees can order directly online (direct-to-employee shipping preferred for the company store, uniforms ship directly to the Zoo); average order-to-ship time, shipment duration, and total receiving timeframe.
- **Administrative controls:** Describe if designated Zoo administrators can add/remove employees, modify allotments, change department/role assignments, and review account activity.
- **Employee payment:** Describe whether employees can purchase above their Zoo-provided allotment and what payment methods the platform supports.
- **Fund Allocation:** Ability to allocate a specific dollar amount per employee for uniform selections, and to vary that allotment by department or role.
- **Department-Specific Uniform Requirements:** Ability to restrict item choices by role.
- **Data security and privacy practices:** For employee personal information and any payment data processed through the platform, including PCI-DSS compliance status where applicable, data hosting location, and breach-notification timelines.
- **Accessibility:** Conformance of the ordering platform (WCAG 2.1 AA or equivalent).
- **Reporting Capabilities:** Reports available to Zoo administrators (e.g., spend by department, order status, inventory of allotments used).

4.4 Program Administration, Customer Service and Transition: Applicable to Both Scopes

- **Account Management:** Detail the dedicated account manager assigned to the Zoo's account, backup account contact, customer services escalation contact, account review frequency, and process for resolving chronic fulfillment/ service issues.
- **Returns/ Exchanges:** Describe the process for handling returns or exchanges.
- **Ordering Requirements:** Identify requirements addressing minimum order quantities, stock availability, backorders, discontinued items, substitute approval, replenishment practices, and expected notification when an item becomes unavailable.
- **Order Fulfilment:** Describe standard fulfillment processes, including typical processing time for in-stock and decorated items, direct-to-employee shipping(for the company store, uniforms ship directly to the Zoo), shipment tracking, backorders, partial shipments, and notification of delays.
- **Customer Service:** Describe support channels, hours of availability, response times, escalation procedures, return/defect resolution times, and any service remedies offered.
- **Lease/ Rental Program- Optional/Informational; Not Scored:** State whether a lease/rental program is available for designated staff or positions, including pricing structure and how it would apply to the Zoo.
- **Transition Approach:** Describe the proposed approach to the initial transition, including a proposed implementation timeline with milestones (contract execution, catalog/platform go-live, employee sizing/enrollment, first bulk fulfillment) culminating in readiness for the January 1, 2027 go-live.
- **Ethical Sourcing/ Sustainable Products:** Describe ethical sourcing standards and any supplier code of conduct governing the manufacture of proposed garments, and any sustainable or recycled-material product options available (for informational purposes only).

4.5 Pricing and Price Adjustments: Applicable to Both Scopes

- **Payment Terms:** State payment terms offered to the Zoo

- **All-Inclusive Pricing:** Proposed unit prices shall include all costs associated with the item, including approved logo embroidery/printing, shipping, setup, digitizing, and other applicable charges. Logo placement and sizing are subject to Zoo approval.
- **Direct to Employee Shipping (Company Store Only):** Costs for shipping directly to the employee should be a flat rate based on quantity order.
- **Proposal Pricing:** Pricing must remain firm for the first twelve (12) months of the contract. Thereafter, the vendor may request an annual price adjustment, effective only on the contract anniversary date, capped at (the lesser of 3% or the trailing 12-month CPI-U change), with supporting documentation submitted at least sixty (60) days in advance for Zoo review and approval.

4.6 Program Size

- **Approximate Average Annual Uniform Spend (2024-2025):** \$60,896.
- **Approximate Average Annual Web Store Spend (2024-2025):** \$15,030.
- **Approximate Average Annual Uniform Units (2024-2025):** 5565
- **Approximate Average Annual Web Store Units (2024-2025):** 333
- **Approximate Number of Uniform-Eligible Employees:** 900
- **Approximate Number of Company Store-Eligible Employees/Volunteers:** 2150
- **Number of Departments/Program Groups:** 36 (excluding WildCare Park)
- **Number of Operating Locations:** Two operating locations including the Saint Louis Zoo Forest Park and WildCare Park (anticipated opening Spring 2027).

RFP Attachments:

1. Employee Uniform Program Vendor Response & Pricing Sheet (Excel)
2. Company Store Program Vendor Response & Pricing Sheet (Excel)

5. CONTRACT TERM

The contract term shall begin on **January 1, 2027** or the date of last authorized signature, whichever is later, and shall remain in effect through **December 31, 2028** unless terminated earlier in accordance with the contract terms. The Saint Louis Zoo ("Zoo") may, at its sole discretion, renew the contract for two (2) additional year(s), subject to mutual written agreement, provided that the total contract duration does not exceed four (4) years.

Notwithstanding any provision to the contrary, the Zoo's obligations under any resulting contract are contingent upon the availability and appropriation of funds. In the event sufficient funds are not appropriated or made available, the Zoo may terminate the contract without penalty upon written notice.

6. INSURANCE REQUIREMENTS

6.1 General Requirements

Prior to execution of a contract, the successful proposer shall furnish certificates of insurance and required endorsements evidencing coverage as set forth below. Insurance shall be maintained with insurers authorized to do business in the State of Missouri and acceptable to the Owner.

All insurance shall be maintained without interruption from the date of commencement of work through final completion of the project and any required warranty period.

The Contractor shall require all subcontractors to carry insurance consistent with the requirements of this section.

6.2 Required Coverages and Minimum Limits

The Contractor shall maintain the following minimum coverages and limits:

A. Commercial General Liability

Coverage shall be written on an **occurrence form** (ISO CG 00 01 or equivalent) and shall include coverage for:

- Premises and operations
- Independent contractors
- Products and completed operations
- Contractual liability
- Personal and advertising injury

Minimum Limits:

- \$1,000,000 per occurrence
- \$2,000,000 general aggregate
- \$2,000,000 products/completed operations aggregate

Aggregates shall apply **per project**.

B. Automobile Liability

Coverage for owned, non-owned, and hired vehicles.

Minimum Limit:

- \$1,000,000 combined single limit per accident

C. Workers' Compensation & Employer's Liability

Workers' Compensation coverage shall comply with the requirements of the State of Missouri.

Employer's Liability limits shall not be less than:

- \$500,000 each accident
- \$500,000 disease – each employee
- \$1,000,000 disease – policy limit

D. Umbrella/Excess Liability

Umbrella coverage shall be written on an occurrence basis and provide excess coverage over Commercial General Liability, Automobile Liability, and Employer's Liability.

Minimum Limit:

- \$2,000,000 per occurrence

E. Owner's Protective Liability (If Required)

If required by the contract documents, Contractor shall provide Owner's Protective Liability insurance naming the Owner as insured with limits of not less than \$1,000,000 per occurrence.

6.3 Additional Insured Requirements

The following entities shall be named as **Additional Insureds** on the Commercial General Liability and Umbrella policies for ongoing and completed operations:

- Saint Louis Zoo
- Its officers, employees, and officials

Additional Insured coverage shall be provided using ISO Endorsements CG 20 10 and CG 20 37 (or their equivalents) and shall apply to both ongoing and completed operations.

Coverage shall be **primary and non-contributory** with respect to any insurance maintained by the Additional Insureds.

6.4 Cancellation and Notice

Certificates of insurance and required endorsements shall be submitted prior to commencement of work.

Policies shall provide that coverage shall not be canceled, materially modified, or allowed to expire without at least thirty (30) days' prior written notice to the Owner.

If any coverage is required to remain in force after final payment, evidence of continuation shall be provided prior to release of retainage.

6.5 Subcontractors and Stored Materials

The Contractor shall require all subcontractors to maintain insurance meeting the requirements of this section.

Certificates of insurance shall also be provided for any subcontractor or supplier storing materials on-site or for which payment is requested.

6.6 Owner's Insurance

The Owner shall maintain its customary property and liability insurance coverage. The Owner's property coverage includes a deductible of \$5,000 for theft and vandalism.

6.7 Waiver of Subrogation

The Contractor hereby waives all rights of subrogation against the Owner and the Additional Insureds listed in Section 6.3 for claims, damages, losses, or expenses arising out of or resulting from the performance of the Work, to the extent covered by insurance required under this Contract.

The Contractor shall cause its insurers to provide endorsements waiving subrogation rights against the Owner and Additional Insureds for:

- Commercial General Liability

- Automobile Liability
- Workers' Compensation (where permitted by law)
- Umbrella/Excess Liability

This waiver shall survive completion of the Work and final payment.

7. PROPOSAL SUBMISSION REQUIREMENTS

7.1 Required Proposal Components

Proposals shall include the following components, as applicable to the scope(s) proposed, in the following order:

- Executive Summary & Scope(s) Proposed: Clearly identify whether the Proposer is responding to Scope A, Scope B, or both.
- Scope A - Employee Uniform Program: Complete and submit Attachment 1 – Employee Uniform Program Vendor Response & Pricing Sheet in the original Excel format.
- Scope B -Company Store / Corporate Logo Apparel Program: Complete and submit Attachment 2 – Company Store Program Vendor Response & Pricing Sheet in the original Excel format.
- Proposers responding to both scopes must submit both Attachment 1 and Attachment 2. Store Proposal, if applicable
- Ordering Platform & Technology
- Fulfillment, Customer Service & Service Levels
- Implementation & Transition Plan
- Account Management & Organizational Capacity
- References: Provide three (3) client references, including contact information, preferably from organizations of comparable size or with comparable multi-site uniform/company-store programs (zoos, museums, hospitality, or other multi-location employers).
- Pricing/ Cost Proposal: Appendix A
- Required Disclosures and Certifications
- Exceptions/Deviations to RFP or Contract Requirements

7.2 Submission Matrix

Proposal Type	Attachment 1	Attachment 2
Scope A – Employee Uniform Program	Required	Not Required
Scope B – Company Store Program	Not Required	Required
Scope A + Scope B	Required	Required

7.3 Submission Instructions

Proposals must be submitted by the deadline specified. Late proposals will be rejected.

8. EVALUATION & AWARD METHODOLOGY

8.1 Written Evaluation Criteria

Written Proposals will be evaluated based on the following criteria:

Criteria	Weight
Product Match, Assortment, Quality & Availability	30%
Pricing & Total Program Value	25%
Ordering Platform & Administrative Capabilities	15%
Fulfillment, Customer Service & Account Management	15%
Implementation & Transition Approach	10%
Relevant Experience, Capacity & References	5%
Total	100%

8.2 Samples + Interview/Demonstration Criteria (for short-listed Proposers only)

Shortlisted Proposers will retain their Written Proposal score from Stage 1. Stage 2 will be scored separately for a maximum of 50 additional points. Final rankings will be based on the combined Stage 1 and Stage 2 score, for a maximum possible score of 150 points.

Criteria	Weight
Garment Samples/ Product Quality	20%
Ordering Platform Demonstration	15%
Implementation and Account Management Interview	10%
Overall Responsiveness to Zoo Requirements	5%
Total	50%

8.3 Responsibility Determination

The Zoo may evaluate proposer responsibility, including financial capacity, integrity, and performance history.

The Zoo reserves the right to disqualify or suspend any proposer based on past performance, integrity concerns, failure to comply with contractual requirements, or other factors affecting responsibility.

8.4 Notice of Intent to Award

The Zoo may issue a Notice of Intent to Award. Contract formation occurs only upon execution of a written agreement. No contract shall exist until fully executed by authorized representatives of both parties.

8.5 Award

Award shall be made to the responsible proposer(s) whose proposal(s) are determined to be most advantageous to the Zoo, considering price and all other evaluation factors set forth herein. Consistent with Section 1.2 (Award Structure), the Zoo may award the uniform program and the company store program to the same proposer or to two different proposers, and the evaluation criteria above will be applied independently to proposals for each scope.

As a political subdivision supported by the St. Louis Metropolitan Zoological Park and Museum District, the Zoo reserves the right, in its discretion and consistent with applicable Missouri law, to:

- Reject any or all proposals;
- Waive minor informalities or irregularities;
- Cancel or reissue the solicitation;
- Negotiate final scope, schedule, or price;
- Proceed in the manner determined to be in the best interests of the Zoo.

8.6 No Obligation to Award

Nothing in this RFP shall be construed as creating an obligation on the part of the Zoo to award a contract.

The Zoo reserves the right to decline to award a contract if it determines that award would not be in the best interests of the Zoo or the public, including but not limited to circumstances involving funding availability, project scope revisions, or other operational considerations.

The Zoo may invite the highest-ranked proposers to participate in interviews or presentations.

9. CONFLICT OF INTEREST

Proposers must disclose any actual or potential conflicts of interest.

10. VENDOR PERFORMANCE MONITORING

Contractor performance will be monitored and may impact future contracting eligibility.

11. ASSIGNMENT AND SUBCONTRACTING

Contractor may not assign contract without Zoo approval.

12. NEGOTIATION PROCESS

12.1 Authority to Negotiate

Following completion of evaluations and issuance of a Notice of Intent to Award, the Zoo may enter into negotiations with the highest-ranked proposer.

Negotiations may include, but are not limited to:

- Assortment refinement
- Schedule adjustments
- Pricing clarification
- Risk allocation
- Contract terms and conditions

12.2 Failure of Negotiations

If the Zoo determines, in its discretion, that negotiations with the highest-ranked proposer are unsuccessful, the Zoo may formally terminate negotiations and proceed to negotiate with the next highest-ranked proposer.

12.3 No Obligation to Conclude Negotiations

Participation in negotiations does not create any right or entitlement to contract award. The Zoo is under no obligation to conclude negotiations or execute a contract with any proposer.

12.4 Best and Final Offers (If Applicable)

The Zoo reserves the right to request revised proposals or best and final offers from one or more proposers if deemed necessary to achieve best value.

12.5 Public Interest

As a political subdivision supported by the Metropolitan Zoological Park and Museum District, the Zoo retains the authority to discontinue negotiations or decline to award a contract if it determines that doing so is in the best interests of the Zoo.

13. COMPENSATION AND PAYMENT TERMS

Compensation shall be based on the applicable unit pricing and other pricing structure set forth in Attachment 1 – Employee Uniform Program Vendor Response & Pricing Sheet and/or Attachment 2 – Company Store Program Vendor Response & Pricing Sheet, as applicable to the awarded scope(s), and incorporated into the resulting Agreement.

14. INDEMNIFICATION

The Contractor shall indemnify and hold harmless the Zoo and the Metropolitan Zoological Park and Museum District from claims arising from Contractor negligence.

15. CONFIDENTIALITY

The Contractor shall protect confidential information obtained during the contract and shall not disclose such information without authorization.

16. TERMINATION

The Zoo may terminate the contract for convenience or cause upon written notice.

17. COMPLIANCE REQUIREMENTS

Contractor shall comply with all applicable federal, state, and local laws and regulations.

17.1 Record Retention and Audit Rights

Contractor shall retain records and provide access for audit purposes for a period of at least three years.

18. PROTEST PROCEDURE

18.1 Administrative Remedy

This Protest Procedure constitutes the sole and exclusive administrative remedy available to any actual or prospective proposer who is aggrieved in connection with this solicitation or the award of a contract issued by the Saint Louis Zoo, a political subdivision supported by the Metropolitan Zoological Park and Museum District.

18.2 Standing to Protest

Only an actual proposer who has submitted a proposal in response to this solicitation, or a prospective proposer who can demonstrate direct economic interest, may file a protest.

18.3 Time for Filing

A protest concerning the terms, conditions, or specifications of this solicitation must be filed within five (5) business days after the basis of the protest is known or should have been known.

A protest concerning the Notice of Intent to Award must be filed within five (5) business days following issuance of the Notice of Intent to Award.

Failure to timely file a protest shall constitute a waiver of any right to protest.

18.4 Form and Required Content

The protest shall be submitted in writing to:

Director of Procurement and Supplier Engagement

Saint Louis Zoo
Candace Bingham, CSDP
cbingham@stlzoo.org

The protest must include:

1. The name, address, and contact information of the protestor;
2. The solicitation number and project title;
3. A detailed statement of the legal and factual grounds for the protest;
4. Identification of the specific statutory, regulatory, or procedural provisions alleged to have been violated;
5. Copies of relevant documents supporting the protest;
6. The specific relief requested.

The protest must be signed by an authorized representative of the protestor.

18.5 Effect on Contract Award

Upon receipt of a timely protest, the Zoo may suspend contract award pending resolution of the protest.

However, the Zoo reserves the right to proceed with contract award if it determines, in its reasonable discretion, that delay would be contrary to the best interests of the Zoo.

18.6 Review and Determination

The Director of Procurement shall review the protest and may request additional information as deemed necessary.

A written determination shall be issued within fifteen (15) business days, unless extended for good cause.

The determination shall state the basis for the decision and shall be final with respect to the Zoo's administrative process.

18.7 Reservation of Rights

Nothing herein shall be construed as creating any property right, entitlement, or right of action beyond the administrative remedy expressly provided herein.

The Zoo reserves all rights and defenses available under Missouri law.

APPENDICES

Appendix A – Proposal Form

Appendix B – Sales Tax Exemption Documentation

END OF PROJECT MANUAL

APPENDIX A
SAINT LOUIS ZOO
PROPOSAL FORM (STIPULATED SUM)
Employee Uniforms & Company Store RFP 2026
2026-04-033

I. PROPOSER INFORMATION

Legal Name of Proposer: _____

Business Address: _____

City, State, ZIP: _____

Telephone: _____ Email: _____

Federal Tax ID Number: _____

Missouri Contractor License Number (if applicable): _____

State of Licensure: _____

Primary Contact Person: _____

Title: _____

Telephone: _____ Email: _____

II. SCOPE(S) PROPOSED

- ☐ Scope A - Employee Uniform Program
- ☐ Scope B - Company Store / Corporate Logo Apparel Program
- ☐ Both Scope A and Scope B

III. COST PROPOSAL

Having carefully examined the RFP and Contract Documents, the undersigned Proposer hereby proposes to provide the goods and services for the scope(s) identified above in accordance with the pricing contained in the applicable Vendor Response & Pricing Sheet(s), incorporated herein by reference:

- ☐ Attachment 1 - Employee Uniform Program Vendor Response & Pricing Sheet
- ☐ Attachment 2 - Company Store Program Vendor Response & Pricing Sheet

IV. CONTRACT TERM ACKNOWLEDGMENT

The Proposer agrees to perform services in accordance with the contract term specified in the RFP and resulting Agreement.

V. ADDENDA ACKNOWLEDGMENT

The Proposer acknowledges receipt of the following Addenda and confirms that this Proposal incorporates all requirements therein:

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Addendum No. _____ Dated _____

Failure to acknowledge Addenda may render the Proposal non-responsive.

VI. BEST-VALUE PROCUREMENT ACKNOWLEDGMENT

The Proposer acknowledges that this Proposal Form constitutes the Cost Proposal component of a Best-Value procurement process. Award, if made, will be determined based on evaluation criteria established in the RFP and not solely on price.

VII. CERTIFICATIONS

The Proposer certifies the following:

- The Proposal is submitted independently and without collusion.
- The Proposer is not debarred, suspended, or otherwise ineligible to contract with a public entity.
- The Proposer is properly licensed and authorized to perform the services.
- The Proposer agrees to comply with all applicable federal, state, and local laws.
- The Proposer agrees to comply with insurance and contract requirements.

VIII. VALIDITY OF PROPOSAL

This Proposal shall remain valid for ninety (90) days from the Proposal Due Date.

The undersigned certifies they are authorized to bind the Proposer to this Proposal and any resulting Agreement.

IF A CORPORATION

_____ Name of Corporation	_____ Signature of Officer
_____ Incorporated under the laws of the state of	_____ Name and Title of Officer (print)
_____ Licensed to do business in Missouri? (Check one) ☐ Yes ☐ No (Seal if Proposal is by corporation)	_____ Date
	_____ Address for Communications:

IF A PARTNERSHIP

_____ Name of Partnership	_____ Address for Communications of ALL Partners:
_____ Signature of Authorized Partner	_____
_____ Date	_____

IF AN INDIVIDUAL

_____ Name of Firm (if any)	_____ Address for Communications:
_____ Signature of Individual	_____
_____ Print Name	_____
_____ Date	_____

IF PROPOSING AS A JOINT VENTURE

_____ List All Parties:

_____ Address for Communications:

SIGNATURE FOR THE SAINT LOUIS ZOO

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

APPENDIX B

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

State of Missouri
EXEMPTION FROM MISSOURI SALES AND USE TAX ON PURCHASES

Issued to: Missouri Tax ID
Number: 12623491

ZOOLOGICAL PK SUBDIST OF METRO ZOOLOGICAL PK/MUSEU
FOREST PARK
ST LOUIS MO 63110 Effective Date:
07/11/2002

Your application for sales/use tax exempt status has been approved pursuant to section 144.030.1, RSMo. This letter is issued as documentation of your exempt status.

Purchases by your Agency are not subject to sales or use tax if within the conduct of your Agency's exempt functions and activities. When purchasing with this exemption, furnish all sellers or vendors a copy of this letter. This exemption may not be used by individuals making personal purchases.

A contractor may purchase and pay for construction materials exempt from sales tax when fulfilling a contract with your Agency only if your Agency issues a project exemption certificate and the contractor makes purchases in compliance with the provisions of section 144.062, RSMo.

Sales by your Agency are subject to all applicable state and local sales taxes. If you engage in the business of selling tangible personal property or taxable services at retail, you must obtain a Missouri Retail Sales Tax License and collect and remit sales tax.

This is a continuing exemption subject to legislative changes and review by the Director of Revenue. If your Agency ceases to qualify as an exempt entity, this exemption will cease to be valid. This exemption is not assignable or transferable. It is an exemption from sales and use taxes only and is not an exemption from real or personal property tax.

Any alteration to this exemption letter renders it invalid.

If you have any questions regarding the use of this letter, please contact the Division of Taxation and Collection, P.O. Box 3300, Jefferson City, MO 65105-3300, phone 573-751-2836.

(274955)