***Seneca Gaming Corporation***



Cash Services & TRU Replacement

RFP SGC-0003-23BL

Confidential

Table of Contents

[I. Introduction 2](#_Toc118061214)

[II. RFP Objective 2](#_Toc118061215)

[III. RFP Administrative Information 2](#_Toc118061216)

[A. Contact Information 2](#_Toc118061217)

[B. Schedule of Events 2](#_Toc118061218)

[C. Intent to Bid, NDA, and Availability for Demonstrations 2](#_Toc118061219)

[D. Bidder Questions 3](#_Toc118061220)

[E. Submission of Proposals 3](#_Toc118061221)

[F. Proposal Format 3](#_Toc118061222)

[G. Conditions 4](#_Toc118061223)

[H. Proposal Evaluation/Vendor Selection 5](#_Toc118061224)

[I. General Bidder Information 5](#_Toc118061225)

[J. SGC Standard Terms and Conditions 6](#_Toc118061226)

[IV. Scope 6](#_Toc118061227)

[A. Company Overview & Functional Requirements 6](#_Toc118061228)

[B. Tax Exempt Status 6](#_Toc118061229)

[C. Payment Terms 6](#_Toc118061230)

[V. Vendor Requirements 6](#_Toc118061231)

[A. Proposal 6](#_Toc118061232)

[B. Data Security 6](#_Toc118061233)

[C. Seneca Nation Business Registration Fee (SNIBRF) 7](#_Toc118061234)

[VI. Bidder Certifications and Representations 8](#_Toc118061236)

# Introduction

Seneca Gaming Corporation is a wholly owned, tribally chartered corporation of the Seneca Nation of Indians (the “Nation”) which operates all of the Nation’s Class III gaming operations in Western New York.

Seneca Gaming Corporation (SGC) owns and operates Seneca Niagara Resort & Casino (“SNRC”) in Niagara Falls, New York, Seneca Allegany Resort & Casino (“SARC”) in Salamanca, New York, Seneca Buffalo Creek Casino (“SBCC”) in Buffalo, New York, and Seneca Hickory Stick Golf Course (“SHSG”) in Lewiston, New York.

For additional information, please visit our website at [www.Senecacasinos.com](http://www.Senecacasinos.com).

# RFP Objective

Seneca Gaming Corporation (“SGC”) is seeking qualified bidders for SGC’s Cash Services and Ticket Redemption Unit (TRU) Replacement initiative. SGC is also requesting service & support agreements where applicable. Resulting agreement(s) will be three (3) year plus two (2) one (1) year renewal options.

# RFP Administrative Information

## Contact Information

Name Brandy LaFleur, SGC Buyer

Telephone 716-501-2162

Email blafleur@senecacasinos.com

## Schedule of Events

RFP issue date: 11/01/2022

Intent to Bid confirmed by: 11/04/2022

NDA submitted by: 11/04/2022

Availability for Demo confirmed by: 11/04/2022

Bidder questions due: 11/10/2022

Answers returned to Bidders by: 11/11/2022

**Bid Submission Deadline: 11/25/2022 by 5:00 PM ET**

## Intent to Bid, NDA, and Availability for Demonstrations

Bidders will confirm their intent to bid by the date indicated in the above schedule of events.

Bidders are required to review and return a signed SGC Unilateral Non-Disclosure Agreement (NDA) as a condition to receive SGC’s requirements & specifications document and to participate in this RFP process.

In addition, product demonstrations (“Demo” or “Demos”) will be held at virtually from December 12th through December 16th. Bidders must confirm their availability during this timeframe by the date indicated in the above schedule of events. Specific schedules will be confirmed by the first week of December.

## Bidder Questions

Bidders must submit any questions to the email address listed above. *No telephone questions will be accepted or considered*.

Questions must reference the specific RFP paragraph number and page and quote the passage being questioned. SGC will respond to questions and will send answers to all bidders by the date indicated above in schedule of events.

## Submission of Proposals

Proposals must be submitted in electronic form, preferably in Microsoft Word and/or Microsoft Excel formats. **Note: SGC’s email system rejects incoming messages with attachments exceeding 20 MB**.

Proposals must be received before the bid submission deadline. **Proposals received after the bid submission deadline will not be considered.**

## Proposal Format

Send RFP response with all requested information answered in the format provided, along with any supporting attachments, electronically via email as stated in (above) Section E. Submission of Proposals.

Bidders must complete the attached excel workbook “RFP-0003-23BL Cash Services & TRU – Exhibit A”, which contains instructions for completion and SGC Requirements & Specifications. An NDA must be submitted to receive this workbook.

In addition, the following documents must be sent with your RFP response:

**1. Bidder Representations and Certifications**

A corporate officer or person who is authorized to represent Bidder must complete, sign, and date the Bidder Certifications and Representations shown on the last page of this RFP document, Section VI.

**2. Appendix-A: Evidence of Insurance**

Evidence of current insurance is to be provided to the satisfaction of SGC’s Risk Management Department. Insurance requirements vary depending upon the nature of the services and the degree of risk. Standard requirements include minimum $5 million general liability coverage (per occurrence and in the aggregate) [$10 million for construction-related contracts], $1 million automobile liability coverage, combined single limit, for all vehicles brought on-site, worker’s compensation and employer liability insurance in accordance with state law. Additional types of insurance, including, without limitation, professional liability insurance and network privacy/data security/cyber liability insurance, may be required in specific circumstances. SGC and related persons and entities will be additional insured under the general liability and automobile liability policies of insurance.

SGC’s Risk Management Department has discretion to increase, decrease, or dispense with insurance in appropriate cases. They may, in addition to or instead of insurance, require signature of a Waiver, Indemnification and Hold Harmless form by any individuals who will be present on SGC property.

For additional details, see section 22 of SGC’s Standard Terms & Conditions at <https://senecacasinos.com/media/zqdd2j1f/sgc-standard-terms-and-conditions-v-10-30-20.pdf>

**3. Appendix-B: Standard Agreements**

Bidders are invited to include their standard form of agreement (preferably in Word format) to form the basis of the contract should it be awarded to them. However, SGC reserves the right to utilize its own standard form of agreement.

## Conditions

Under no circumstances will responses be made available to other organizations, either wholly or in part, without Vendor’s prior written permission.

By participating in this RFP:

* Vendor agrees that you will not directly contact any SGC employee without prior written approval from SGC. Failure to do so may revoke your invitation to participate in this RFP.
* Solution Provider agrees to keep confidential all information related to this RFP. Any sharing of this information without express permission will exclude Vendor from consideration. This RFP and all supporting attachments and related communications may not be duplicated or distributed in any form to any other company without prior written permission.

Not all vendors invited to participate in the RFP will be invited to demonstrate their proposed solution. Should Solution Provider choose not to respond to this RFP, any invitation to demo will be revoked. If either scenario above applies, solution provider must destroy all copies of this RFP and any related attachments and communications.

Solution Provider agrees that all information provided in their RFP response is valid for a minimum of 90 days from the response date.

All costs incurred by the Solution Provider for participating in this evaluation will be the responsibility of the Solution Provider. SGC will not reimburse any Solution Provider costs or expenses.

All responses to the RFP become the property of SGC.

## Proposal Evaluation/Vendor Selection

Proposals will be evaluated to determine their completeness and compliance with the mandatory requirements and qualifications specified throughout this document. Failure to comply with one or more of these requirements may result in the proposal being rejected as non-responsive. SGC reserves the right to waive deviations it deems non-material and/or to reject any and all Proposals in its sole discretion.

The successful Bidder(s) will be notified by email of the award of contract, conditional upon appropriate licensure through SGC’s regulatory authority, the Seneca Gaming Authority (“SGA”), providing proof of insurance to the satisfaction of SGC’s Risk Management Department, and signature of a contract and/or issue of a Purchase Order. It is only following all of these actions that the successful Bidder will be considered a Vendor of SGC.

Successful Bidders must complete SGC’s Vendor Registration Form and W-9 (or equivalent for non-U.S. persons/entities). If required, they must also complete and submit to the SGA the requisite vendor license application. They are also responsible for payment of SGA processing or vendor license fees plus the Seneca Nation of Indians Business License fee as detailed in paragraph VI. I. below. Fees range from $750 to $2,500 depending upon the nature of the services. These requirements must be completed and, if applicable, the requisite SGA vendor license issued, prior to signature of the contract. Vendor licenses and fees must be renewed every two years. SGA may also, in an appropriate case, require the licensure of individual employees who perform certain services that are or may be closely associated with SGC’s casino operation. As SGA retains the discretion to make this type of determination on a case-by-case basis, SGC is unable at the RFP point in the bidding process to state definitively whether such licensure will be required in any particular case.

## General Bidder Information

This RFP does not commit SGC to award a contract, to pay any costs incurred in the preparation of the RFP, nor to procure or contract for services or supplies.

It is the policy of SGC that all Proposals are to be held unopened and confidential until after the closing date and time. At the bid opening, Proposals will be opened by the contact Coordinating Buyer and are reviewed by a compliance representative.

Bid Validity. Bidder’s bid submission must remain valid for a minimum of ninety (90) days from the bid closing date.

Minority Bidders:SGC gives priority to Bidders who are Native American, minority, women-owned or small disadvantaged businesses. If your company falls into any of these categories or has contracted with such businesses for the purpose of the proposal, please note as such on your proposal.

Alternative Proposals*(if applicable)*are accepted based on the following conditions: SGC will consider alternative proposals from Bidders provided they have submitted a response based on the original requirements. The alternative Proposal will be submitted separate and apart from the basic Proposal. It is assumed that the materials included in the alternative Proposal meet all of the qualifications of the original Proposal.

## SGC Standard Terms and Conditions

Any purchase order or contract resulting from this RFP (in the absence of language to the contrary in the contract) is subject to the terms and conditions hereof as well as to Seneca Gaming Corporation’s Standard Terms and Conditions which are available on the following website: <https://senecacasinos.com/media/zqdd2j1f/sgc-standard-terms-and-conditions-v-10-30-20.pdf>.

Reference to, or inclusion of, the Bidder’s preprinted terms and conditions with Bidder’s Proposal will not be considered as an exception to SGC Terms and Conditions.

# Scope

## Company Overview & Functional Requirements

The following attachment contains information related SGC’s areas in scope, requirements, and specifications. Bidders must submit NDA to receive this attachment.

***SEE ATTTACHMENT: RFP-0003-23BL Cash Services & TRU – Exhibit A***

## Tax Exempt Status

Seneca Gaming Corporation is a governmental instrumentality of the Seneca Nation of Indians all of whose operations (except for its golf course) are on sovereign Seneca Territory. SGC will provide a New York State tax exemption certificate issued in the name of the Seneca Nation of Indians, as applicable.

## Payment Terms

SGC standard payment terms are Net 30 days after delivery of goods and/or services and receipt of a correct invoice. Bidder is encouraged to indicate any additional early payment/ discount terms in its Proposal. It is the policy of SGC not to provide deposits unless significant discounts or special circumstances apply.

# Vendor Requirements

## Proposal

Successful Bidders should expect that their response to the RFP and any accompanying supporting materials will be incorporated into any contract signed with SGC.

## Data Security

Upon request, Successful Bidder/Vendor will supply a current Statement on Standards for Attestation Engagements [SSAE] SOC 2 report issued by an independent auditor. Software supplied must not contain any code that weakens the security of SGC’s IT systems and applications, including computer viruses and all other forms of malicious code. Successful Bidder/Vendor must share with SGC in writing all security-relevant information regarding the vulnerabilities, risks and threats to its software immediately upon identification. SGC reserves the right at any time during the term of the contract, to conduct an audit of Vendor’s data security measures, either by means of its own personnel or through a service provider retained by SGC. Should the audit reveal that Vendor’s data security processes and procedures are inadequate or that Vendor is in breach of this provision, the cost of the audit shall be borne by Vendor, and SGC may, in its discretion, forthwith terminate the contract or any business relationship between SGC and Vendor.

## Seneca Nation Business Registration Fee (SNIBRF)

## Vendor must pay the SNIBRF of $750 directly to the Seneca Gaming Authority once total payment to the vendor exceeds $10,000. Failure to pay the fee when required may result in termination of further business with Seneca Gaming Corporation.

# Bidder Certifications and Representations

Bidder is a reputable company fully qualified and regularly engaged in providing products and/or services necessary to meet the terms, conditions and requirements of the RFP.

Bidder is aware of, is fully informed about, and is in full compliance with all applicable federal, state and local laws, rules, regulations and ordinances.

Bidder understands the requirements and specifications set forth in this RFP and affirms that no compensation has been received for participation in the preparation of the specifications for this RFP.

1. Bidder has reviewed and understood SGC’s Standard Terms & Conditions found at <https://senecacasinos.com/media/zqdd2j1f/sgc-standard-terms-and-conditions-v-10-30-20.pdf>

Bidder represents and warrants that all goods and services quoted in response to this RFP will meet or exceed the safety standards established and promulgated under the Federal Occupational Safety and Health Law (Public Law 91-596) and its regulations in effect or proposed as of the date of this solicitation.

All statements, information and representations prepared and submitted in response to this RFP are current, complete, true and accurate. Bidder acknowledges that SGC will rely on such statements, information and representations in selecting the Awarded Vendor. If selected by SGC as the Awarded Vendor, Bidder will notify SGC immediately of any material change in any matters with regard to which Bidder has made a statement or representation or provided information.

**I, the undersigned, hereby certify that I am authorized to sign as a representative for the Bidder listed below:**

Legal Name of Bidder: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DBA (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Website: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Representative’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Representative’s Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Representative’s Printed Title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ NAICS code # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_